香港土地註冊處營運基金
The Land Registry Trading Fund Hong Kong



保障市民財產 • 支持公開市場

Securing Your Property Supporting an Open Market

2020-21 年報 ANNUAL REPORT

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年報設計概念 Design Concept of the Annual Report

土地註冊處紮根香港，一直為社會提供超過170年的土地註冊服務，承諾為市民大眾提供穩妥及方便易用的土地註冊及資訊服務。

設計以科技感線條勾勒畫面，整體突顯出土地註冊處一直與時俱進、守正出新，堅持不斷提升服務質素，在新時代下堅守己任，持續提倡及循序落實香港土地業權註冊制度，在變化多端的市場中茁壯成長。

The Land Registry, deeply rooted in Hong Kong, has been responsible for providing land registration services for the community for over 170 years with the commitment of providing secure and customer-friendly land registration and information services for members of the public.

The use of cyber lines and images conveys the idea that the Land Registry always keeps pace with the times and fosters innovation without compromising integrity by unceasingly enhancing service quality and demonstrating professionalism in the new era, and continues to advocate reform of Hong Kong's land registration system through introduction of title registration for the purpose of achieving steady and robust growth in a fast-changing market.

2020/21年度重要事項
HIGHLIGHTS OF 2020/21



遞交註冊的土地文件數目：
No. of land documents delivered for registration:

449,266

查閱土地登記冊次數：
No. of searches of land registers:

5,792,636

「綜合註冊資訊系統」網上服務使用率：
Usage of Integrated Registration Information System (IRIS) Online Services:

96%

電子註冊摘要表格使用率：
Usage of e-Memorial Form:

75%

業主立案法團註冊數目：
No. of owners' corporations registered:

93

接待訪客及參與簡介會人數：
No. of visitors received and participants of briefing sessions:

70

財政管理
FINANCIAL MANAGEMENT

收入：
Revenue:

$448.7 百萬元 million

盈利：
Profit:

$36.6 百萬元 million

運作成本：
Operating costs:

$449.8 百萬元 million

固定資產回報率：
Rate of return on fixed assets:

-0.3%

提供土地紀錄的
影像處理副本及影印本數目：
No. of imaged copies and
photocopies of land records supplied:

805,550

《街道索引》及《新界地段／地址對照表》網上版瀏覽次數：
No. of visits to online versions of Street Index and New Territories Lot/ Address Cross Reference Table:

9,996 & 15,027

服務及運作
SERVICES AND OPERATIONS

為認可機構提供的電子提示服務於2020年7月推出第二階段的電子渠道
Launched Phase two of the e-Channel for e-Alert Service for Authorized Institutions (AIs) in July 2020

為認可機構提供的電子提示服務於2021年2月全面實施電子渠道
Full implementation of the e-Channel for e-Alert Service for AIs in February 2021



工作成果
ACHIEVEMENTS

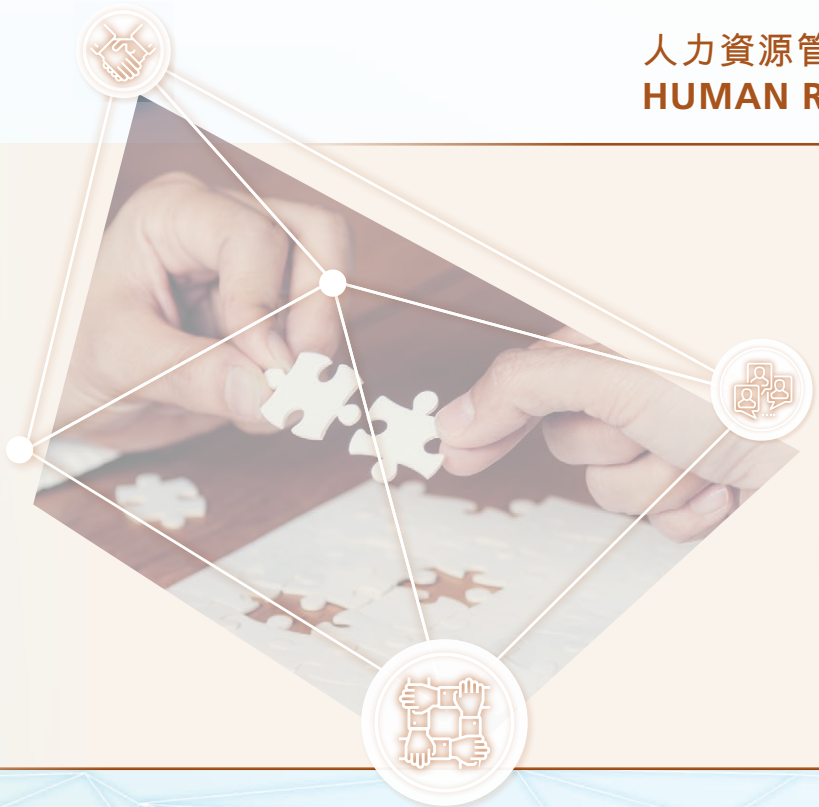
2020年「公務員事務局局長嘉許狀」計劃
The Secretary for the Civil Service's Commendation Awards 2020

2020年「申訴專員嘉許獎」
The Ombudsman's Awards 2020

「ERB人才企業嘉許計劃」
ERB Manpower Developer Award

《土地註冊處營運基金2018/19年報》榮獲四個國際及本地比賽獎項
Four international and local competition awards for the Land Registry Trading Fund Annual Report 2018/19

獲頒連續15年或以上「同心展關懷」標誌
Award of 15 Years Plus Caring Organisation Logo



人力資源管理
HUMAN RESOURCES MANAGEMENT

僱員人數：
No. of employees:

601

培訓天數：
No. of training days:

>1,210

企業管治
CORPORATE GOVERNANCE

客戶表揚數目：
No. of commendations:

27

投訴項目：
No. of complaints:

17

資訊科技管理
IT MANAGEMENT

「綜合註冊資訊系統」的
重要提升項目：
No. of major
enhancements to IRIS:

4

於2020年6月提升及更新
「土地查冊系統」的技術基礎設施
Upgraded and revamped the
technical infrastructure of the Land
Search System in June 2020

企業社會責任
CORPORATE SOCIAL RESPONSIBILITY

慈善活動數目：
No. of charity
programmes:

3

義工活動數目：
No. of volunteer activities:

2

接待中學及
專上院校學生數目：
No. of secondary
and tertiary students received:

43



處長的話
MESSAGE FROM THE LAND REGISTRAR



我很高興向大家提交截至2021年3月31日止財政年度的土地註冊處營運基金報告，這也是我在2021年8月就任土地註冊處處長後的首份年報。

I am pleased to present the report of the Land Registry Trading Fund (LRTF) for the financial year ending 31 March 2021, which is also the first report since I assumed the post of the Land Registrar in August 2021.

在2020年，香港的住宅物業交易宗數和價格大致平穩。儘管2019冠狀病毒病疫情對環球和本地經濟活動造成重大影響，導致市場氣氛搖擺不定，但世界各地大規模的貨幣刺激政策令本地處於低息環境，加上長遠的住屋需求，皆為市場帶來支持。

The Hong Kong residential property transactions and prices were broadly steady in 2020. While the Coronavirus Disease 2019 (COVID-19) pandemic caused significant impacts on global and local economic activities and swayed market sentiment, the low local interest rate environment resulting from massive monetary stimulus around the world and the long term housing demand rendered support to the market.

與2019/20年度比較，本年度文件註冊及查閱土地登記冊的總宗數分別減少4.3%及增加8.0%。本處的收入及盈利分別下跌0.8%至4.487億元及6.4%至3,660萬元，其主要原因是辦理文件註冊、業主立案法團服務及向政府部門提供服務的業務量有所減少。土地註冊處營運基金一向緊守財政紀律及嚴格控制開支，惟2019冠狀

As compared to 2019/20, the total number of documents registered and searches of land registers decreased by 4.3% and increased by 8.0% respectively. Our revenue and profit registered a decrease of 0.8% to $448.7 million and 6.4% to $36.6 million respectively, mainly due to a decrease in business volume of registration of documents, owners' corporation services as well as services provided to Government departments. The LRTF has been exercising strict financial discipline to contain its

病毒病疫情影響我們的業務收入，令2020/21年度土地註冊處營運基金的固定資產回報率出現-0.3%的輕微虧損。

expenditures. Nevertheless, the adverse impact of the COVID-19 pandemic on our business revenue led to a slightly negative financial return on fixed assets of -0.3% in 2020/21.

為減低2019冠狀病毒病在社區傳播的風險，本處於2020/21年度按照政府的措施實施數輪的特別工作安排，在有關安排下，本處繼續為公眾提供全面但有限度的服務。儘管受到2019冠狀病毒病疫情的嚴重影響，我們仍致力為市民優化服務。

To reduce the risk of the spread of COVID-19 in the community, we implemented several rounds of special work arrangement in 2020/21 in line with the Government's measures. Under the arrangement, we continued to provide the full range of services to members of the public, albeit on a limited scale. Notwithstanding the severe disruption caused by the COVID-19 pandemic, we remained committed to enhancing our services for the public.

本處自2019年1月起為業主推出「物業把關易」服務，以及自2017年2月起為《銀行業條例》(第155章)下的認可機構提供「電子提示服務」後，便不斷推出優化措施，使服務更加便於使用，例如為「物業把關易」服務增設一次過訂購服務方式，以及為「電子提示服務」實施電子渠道。我們會繼續優化及推廣有關服務，讓更多用家受惠。

Since the launch of the Property Alert service for property owners in January 2019 and the e-Alert Service for Authorized Institutions under the Banking Ordinance (Cap. 155) in February 2017, we have introduced continuous service improvement to enhance user-friendliness of the services, such as the one-off subscription option for the Property Alert service and the e-Channel for the e-Alert Service. We will continue to enhance and promote the services to benefit more users.

我們繼續積極落實在新批出的土地先行實施業權註冊制度的方案(「新土地先行」方案)，以期盡早於香港實行業權註冊制度。本處會繼續與主要持份者緊密合作，務求就實施「新土地先行」方案的主要議題達成共識，然後訂定具體的實施時間表。

We have continued to actively pursue the proposal of implementing title registration on newly granted land first ("new land first" proposal) in order to enable the early implementation of the title registration system in Hong Kong. We will continue to work closely with the key stakeholders to forge consensus on the main issues concerning the "new land first" proposal and then work out a concrete implementation timetable.

我們預期香港經濟會恢復增長，但復甦的廣度和強度則受到疫情、中美關係及其他如地緣政治緊張局勢等高度不確定性因素影響。在2019冠狀病毒病疫情的陰霾下，本處同事仍保持卓越表現，其克盡厥職和專業精神更備受客戶讚賞，我謹藉此機會向他們表達謝意。能夠成為這支優秀團隊的一份子，我深感榮幸和自豪。在往後的日子，我期望繼續得到各夥伴和持份者的鼎力支持。

While the Hong Kong economy is expected to resume growth, the breadth and strength of the recovery are subject to the high uncertainty associated with the pandemic, the China-US relations as well as other factors such as geopolitical tensions. Taking this opportunity, I wish to thank my colleagues for another year of excellent work despite of the difficult time under the COVID-19 pandemic. Their dedication and professionalism have won the appreciation of our customers. I feel honoured and privileged to be part of this great team. I also look forward to the continued support of our partners and stakeholders in the years to come.

譚惠儀女士，JP
土地註冊處處長
土地註冊處營運基金總經理

Ms Joyce TAM, JP
Land Registrar
General Manager, LRTF



土地註冊處
The LAND 概
REGISTRY 覽
At a GLANCE

土地註冊處營運基金

土地註冊處於1993年8月成為香港最先以營運基金形式運作的政府部門之一。營運基金是為鼓勵聚焦提升服務及回應客戶需要而設計的一項公共財政安排。土地註冊處處長是土地註冊處營運基金的總經理。

在營運基金模式下，土地註冊處仍是一個公營機構，但要自行管理財政，收入來自其提供服務所得的費用，以自負盈虧的模式經營。營運基金可以保留投資收益，用作改善服務。此外，基金享有自主權，可決定進行支援部門服務的資本投資項目，並可靈活調配員工，以回應客戶的服務需求。

營運基金的年報及經審計署署長認證的財務報表，每年均須提交香港特別行政區立法會省覽。

THE LAND REGISTRY TRADING FUND (LRTF)

In August 1993, the Land Registry was established as one of Hong Kong's first Trading Fund Departments. The trading fund concept is an approach to public financing designed to encourage greater focus on improving services and responding to customer needs. The Land Registrar is the General Manager of the LRTF.

Under the trading fund model, the Land Registry remains a public agency but is responsible for its own finances and must meet its expenditure from the income derived from fees and charges for the services that it provides. The Trading Fund may retain profits to invest for service improvements. In particular, it has autonomy over capital investment projects that will support its services and has flexibility to redeploy staff to respond to the service needs of customers.

The Trading Fund's Annual Report and the financial statements certified by the Director of Audit must be tabled in the Legislative Council of the Hong Kong Special Administrative Region each year.



理想、使命、信念及職能 VISION, MISSION, VALUES AND FUNCTIONS

我們的理想 Our Vision

我們竭盡所能，凡事做到最好。

To be the best in all that we do.

我們的使命 Our Mission

- 確保為客戶提供穩妥方便的土地註冊和資訊服務。
- To ensure secure, customer friendly land registration and information services.
- 開發人力資源、發展資訊科技、優化服務環境，確保為客戶提供高效及優質服務。
- To develop our human resources, information technology and service environment so as to ensure improvement in service quality and value to our customers.
- 與時並進，提倡及循序落實香港土地業權註冊制度。
- To advocate reform of Hong Kong's land registration system through introduction of land title registration system.

我們的信念 Our Values

持平守正	— 以至誠的態度及操守接待客戶及工作夥伴。	Integrity	— to customers, partners and colleagues, we observe the highest ethical standards.
追求卓越	— 一絲不苟，力臻完美。	Excellence	— we aim to excel in all that we do.
誠摯尊重	— 竭誠尊重和信任客戶及工作夥伴。	Respect	— we show respect and trust to our customers, partners and colleagues.
積極學習	— 與客戶、工作夥伴和海內外同業緊密聯繫、交流學習，為社會提供更佳服務。	Learning	— we learn constantly from each other, from our partners, customers and comparable organisations elsewhere how to provide better services to the community.

我們對香港的價值

- 香港有超過半數家庭是物業的註冊業主。
- 截至2021年3月，銀行及金融機構以註冊土地和物業作抵押的貸款約為33,870億港元。
- 2020/21年度查閱註冊資料超逾500萬宗。
- 超過115個政府部門和機構使用土地註冊處的資料進行規劃研究以至執法等工作。
- 土地註冊資料顯示的物業交易可追溯至1844年，乃香港經濟和社會歷史的資料寶庫。

Our Value to Hong Kong

- Over half of all Hong Kong families are registered property owners.
- Banks and financial institutions loaned about HK$3,387 billion as at March 2021 against the security of registered land and property.
- Over five million searches of registered information took place in 2020/21.
- Over 115 Government departments and agencies use the Land Registry's information for purposes ranging from planning studies to law enforcement.
- Registered information traces back to 1844, providing resources on the economic and social history of Hong Kong.

職能

土地註冊處的主要職能如下：

- 按照《土地註冊條例》(第128章)及《土地註冊規例》的規定，備存土地登記冊及相關的土地紀錄，以執行土地註冊制度；
- 為市民提供查閱土地登記冊及其他土地紀錄的設施；
- 向政府部門及機構提供物業資料；以及
- 按照《建築物管理條例》(第344章)的規定，處理業主立案法團的註冊申請。

Functions

The Land Registry's main functions are to:

- administer a land registration system by maintaining a land register and related land records under the Land Registration Ordinance (Cap. 128) (LRO) and its regulations;
- provide the public with facilities for search of the land register and other land records;
- provide Government departments and agencies with property information; and
- process applications for incorporation of owners under the Building Management Ordinance (Cap. 344) (BMO).

架構及管理
STRUCTURE AND MANAGEMENT

土地註冊處的組織架構圖(截至2021年3月31日)
Organisation Chart of the Land Registry (as at 31 March 2021)



註冊服務部 Registration Services Division	副土地註冊處經理(註冊服務) Deputy Registry Managers/Registration Services
查冊及部門服務部 Search & Departmental Services Division	副土地註冊處經理(查冊及部門服務) Deputy Registry Managers/Search & Departmental Services
管理及客戶服務部 Management & Customer Services Division	副土地註冊處經理(管理及客戶服務) Deputy Registry Manager/Management & Customer Services
業權註冊執行部 Title Registration Operation Division	副土地註冊處經理(業權註冊) Deputy Registry Managers/Title Registration 總行政主任(業權註冊) Chief Executive Officer/Title Registration
資訊科技管理部 Information Technology Management Division	高級系統經理 Senior Systems Managers
常務部 General Support Services Division	部門主任秘書 Departmental Secretary
法律事務部 Legal Services Division	高級律師 Senior Solicitors
財務部 Financial Services Division	副業務經理 Deputy Business Manager
項目發展部 Project Development Division	副土地註冊處經理(項目發展) Deputy Registry Manager/Project Development

管理架構

- 土地註冊處由土地註冊處處長領導，下設三個科，分別由首長級人員主管。
- 土地註冊主任職系人員是土地註冊處的骨幹人員，負責監督各項營運職能及提供公共服務。
- 法律、財務和資訊科技的專業人員及一般職系人員則為土地註冊處提供支援。

Management Structure

- Headed by the Land Registrar, the Land Registry is organised into three functional branches each led by a directorate officer.
- The departmental grade of Land Registration Officer forms the backbone of the Land Registry overseeing various operational functions and the provision of public services.
- The Land Registry is also supported by legal, financial and IT professionals and general grades staff.

分科和分部

契約註冊及部門服務科

註冊服務部

- 按照《土地註冊條例》為影響土地的文件提供註冊服務。

查冊及部門服務部

- 提供查冊服務、處理業主立案法團的註冊申請，以及向政府部門提供業權報告。

管理及客戶服務部

- 管理和發展土地註冊主任職系；策劃及提供客戶服務並回應客戶需要；以及透過培訓及發展課程發展人力資源，以配合土地註冊處的業務需要。

Branch and Division

Deeds Registration and Departmental Services Branch

Registration Services Division

- To provide services for registration of documents affecting land under the LRO.

Search and Departmental Services Division

- To provide search services; to handle applications for registration of owners' corporations; and to provide reports on title to Government departments.

Management and Customer Services Division

- To manage and develop the Land Registration Officer grade; to plan and deliver customer services and respond to customers' needs; and to develop human resources through training and development programmes to meet the business needs of the Land Registry.



業權註冊執行部

- 為業權註冊制度制定運作流程、程序及表格，以及籌劃和推行有關宣傳及教育計劃。
- 為實施業權註冊制度的準備工作提供行政支援，並為與《土地業權條例》(第 585 章)相關的主要委員會提供秘書支援服務。

資訊科技管理部

- 策劃、開發、推行及管理資訊科技系統及服務，並為部門提供資訊科技支援。

常務部

- 籌劃、管理和檢討人力資源、辦公室設施和行政制度，並為部門提供一般支援服務。

法律事務科

法律事務部

- 就《土地註冊條例》、《建築物管理條例》及部門的工作提供法律意見及支援服務。
- 就實施《土地業權條例》的準備工作提供法律意見及支援服務；檢討已制定的《土地業權條例》，以及擬備為引進《土地業權(修訂)條例草案》的立法工作。

財務科

財務部

- 擬備和管控財政預算、管理財務會計、評估成本及各項收費、檢討會計程序及財務制度；以及負責部門的物料供應事宜。

項目發展部

- 策劃及推行新的管理措施，以提升部門的服務質素。

Title Registration Operation Division

- To design operational processes, procedures and forms for the Title Registration System (TRS); and to plan and implement publicity and education programmes.
- To provide administrative support in the preparation for the implementation of the TRS and secretariat support to major committees concerning the Land Titles Ordinance (Cap. 585) (LTO).

Information Technology Management Division

- To plan, develop, implement and manage IT systems and services; and to provide IT support for the department.

General Support Services Division

- To plan, manage and review human resources, office accommodation and administrative systems; and to provide general support services to the department.

Legal Services Branch

Legal Services Division

- To provide legal advisory and support services relating to the LRO, the BMO and the work of the department.
- To provide legal advisory and support services in the preparation for the implementation of the LTO; to conduct review of the enacted LTO; and to prepare the legislative work for the introduction of the Land Titles (Amendment) Bill.

Financial Services Branch

Financial Services Division

- To prepare and control budgets and manage financial accounts; to evaluate costing, fees and charges; to review accounting procedures and financial systems; and to manage departmental supplies and stores.

Project Development Division

- To plan and implement new management initiatives for improvement of service quality of the department.

土地註冊處的管理層團隊
WHO'S WHO IN THE LAND REGISTRY



土地註冊處處長及各科主管
The Land Registrar and Branch Heads

1 **譚惠儀女士，JP**（土地註冊處處長）
（生效日期為2021年8月23日）
Ms Joyce TAM, JP (Land Registrar)
(With effect from 23 August 2021)

2 **方吳淑儀女士，JP**（土地註冊處經理）
Mrs Amy FONG, JP (Registry Manager)

3 **許國鴻先生**（副首席律師）
Mr Joseph HUI (Deputy Principal Solicitor)

4 **潘雪聰女士**（業務經理）
Ms Venelie POON (Business Manager)





契約註冊及部門服務科
Deeds Registration and Departmental Services Branch

1. **方吳淑儀女士，JP**（土地註冊處經理）
   Mrs Amy FONG, JP (Registry Manager)
2. **麥振威先生**（高級系統經理）
   Mr Andrew MAK (Senior Systems Manager)
3. **梁慧嫻女士**（副土地註冊處經理）
   Ms Alice LEUNG (Deputy Registry Manager)
4. **彭嘉輝先生**（副土地註冊處經理）
   Mr K. F. PANG (Deputy Registry Manager)
5. **霍偉勤女士**（高級系統經理）
   Ms Emily FOK (Senior Systems Manager)
6. **任美瓊女士**（部門主任秘書）
   Ms Tina YAM (Departmental Secretary)
7. **原偉銓先生**（副土地註冊處經理）
   Mr W. C. YUEN (Deputy Registry Manager)
8. **潘輝耀先生**（副土地註冊處經理）
   Mr Kenneth POON (Deputy Registry Manager)
9. **溫錫麟先生**（副土地註冊處經理）
   Mr Francis WAN (Deputy Registry Manager)
10. **林謝淑儀女士**（副土地註冊處經理）
    Mrs Cindy LAM (Deputy Registry Manager)
11. **劉潤霞女士**（副土地註冊處經理）
    Miss Kathy LAU (Deputy Registry Manager)





法律事務科
Legal Services Branch

1 **許國鴻先生**（副首席律師）
Mr Joseph HUI (Deputy Principal Solicitor)

2 **李寶君女士**（高級律師）
Ms Shirley LEE (Senior Solicitor)

3 **廖湘橋女士**（高級律師）
Ms Louisa LIU (Senior Solicitor)

4 **陸鈞韋先生**（高級律師）
Mr Wesley LUK (Senior Solicitor)

5 **黃頌詩女士**（高級律師）
（生效日期為2021年7月26日）
Ms Joyce WONG (Senior Solicitor)
(With effect from 26 July 2021)

6 **陳小玲女士**（高級律師）
Miss Urania CHAN (Senior Solicitor)





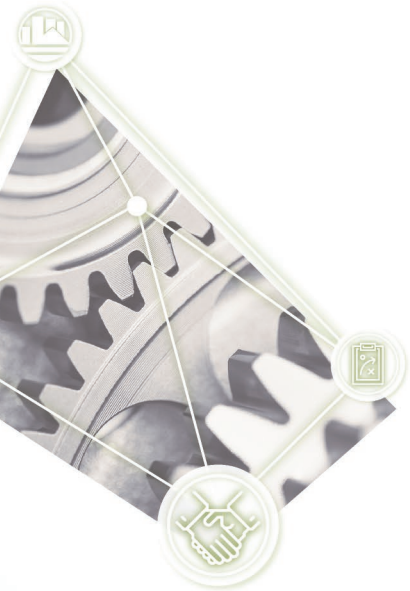
財務科
Financial Services Branch

1 **潘雪聰女士**（業務經理）
Ms Venelie POON (Business Manager)

2 **梅竹輝先生**（副業務經理）
（生效日期為2020年10月12日）
Mr Eddie MUI (Deputy Business Manager)
(With effect from 12 October 2020)

3 **馬秀文女士**（副土地註冊處經理）
（生效日期為2020年10月5日）
Ms Delphine MA (Deputy Registry Manager)
(With effect from 5 October 2020)





企業管治
CORPORATE GOVERNANCE



管治架構

本處以問責、誠信及透明度為基石，透過制定的服務標準，力求達致最佳的企業管治水平。

問責

本處須分別向發展局和財經事務及庫務局負責及匯報部門的業績和財務表現。我們每年會向兩個決策局呈交中期企業計劃暨年度業務計劃，以供批核。企業計劃訂定本處未來五年的發展綱領，而業務計劃則作為評核本處每年業績的基準。我們定期與發展局開會，以檢討業務表現。發展局亦會為我們的工作給予政策指引。此外，我們與負責監督本處財務表現的財經事務及庫務局定期聯繫。

誠信

根據《營運基金條例》(第430章)，本處可自主進行資本投資及運用資源，以靈活回應服務需求及提高營運效率。在靈活自主的基礎下，我們執行職務時須履行恪守誠信的責任。本處全體人員均須遵守部門指引及相關的政府規則和規章，以妥善履行日常職責。土地註冊處經理是本處的誠信事務主任，負責監督部門的誠信管理事宜。本處除為員工舉辦有關的培訓課程及工作坊外，亦會定期公布及傳閱有關誠信管理的指引和通告，以提升員工對誠信管理的認知。

GOVERNANCE FRAMEWORK

The Land Registry strives to achieve the best in corporate governance. To this end, we have established performance standards based on the cornerstones of accountability, integrity and transparency.

Accountability

The Land Registry is accountable to the Development Bureau (DEVB) and the Financial Services and the Treasury Bureau (FSTB) for its business and financial performance respectively. We submit a medium range corporate-cum-annual business plan to the two Bureaux for approval each year. The corporate plan sets out the blueprint for the department's development in the next five years, while the business plan serves as the basis against which our annual performance is evaluated. We meet regularly with the DEVB to review our business performance. The DEVB also provides policy steer for our work. In addition, we maintain regular liaison with the FSTB, which monitors our financial performance.

Integrity

Under the Trading Funds Ordinance (Cap. 430) (TFO), we have the flexibility to respond to service needs and enhance operational efficiency through autonomy in capital investment and the use of resources. Underpinning this flexibility is the duty to uphold integrity in discharging our responsibilities. All Land Registry staff conduct daily business in a proper manner in compliance with departmental guidelines and the relevant Government rules and regulations. The Registry Manager is the Ethics Officer of the Land Registry overseeing integrity management work in the department. Apart from organising training courses and workshops, relevant guidelines and circulars on integrity management are promulgated and re-circulated to staff regularly to raise their awareness in this regard.

透明度

本處奉行以高透明度運作的原則。根據《營運基金條例》，我們每年須呈交營運基金的年報連同經審計署署長審核的財務報表予立法會省覽。為讓公眾知悉部門業務和物業市場的情況，我們每月會發表土地註冊和查冊的統計數據。

此外，我們透過定期舉行的客戶聯絡小組會議，與私營及公營機構的客戶保持緊密聯繫。

Transparency

The Land Registry's operation is also guided by the principle of transparency. As provided under the TFO, the Trading Fund's annual report together with the financial statements audited by the Director of Audit is required to be tabled in the Legislative Council each year. To help keep the public apprised of our work and the situation in the property market, we publish statistics on land registration and search on a monthly basis.

We maintain close contact with our customers of the private and public sectors through our regular Customer Liaison Group meetings.

服務承諾

本處自從於1993年成立營運基金後，每年均會檢討「服務承諾」，以貫徹我們持續提升服務質素和效率的方針。

因應政府為減低2019冠狀病毒病在社區傳播的風險而採取的措施，本處於2020/21年度實施數輪的特別工作安排。鑑於我們在這安排下只能提供有限度的公共服務，因此部分服務未能達到承諾的目標。附件I (a)列出本處於年內的服務承諾和實際表現，而2021/22年度將維持2020/21年度的服務承諾。2021/22年度的服務承諾見附件I (b)。

PERFORMANCE PLEDGES

As part of our continuing commitment to improving the quality and efficiency of services, we have been conducting review of our performance pledges annually since the establishment of the Trading Fund in 1993.

In accordance with the Government's measure to lower the risk of the spread of COVID-19 in the community, the Land Registry implemented several rounds of special work arrangement in 2020/21. Given that the public services were provided on a limited scale under the special work arrangement, the performance of some services could not meet the targets pledged. Annex I (a) sets out the pledges and our actual performance for the year. The performance pledges of 2020/21 are maintained for 2021/22. The performance pledges for 2021/22 are at Annex I (b).



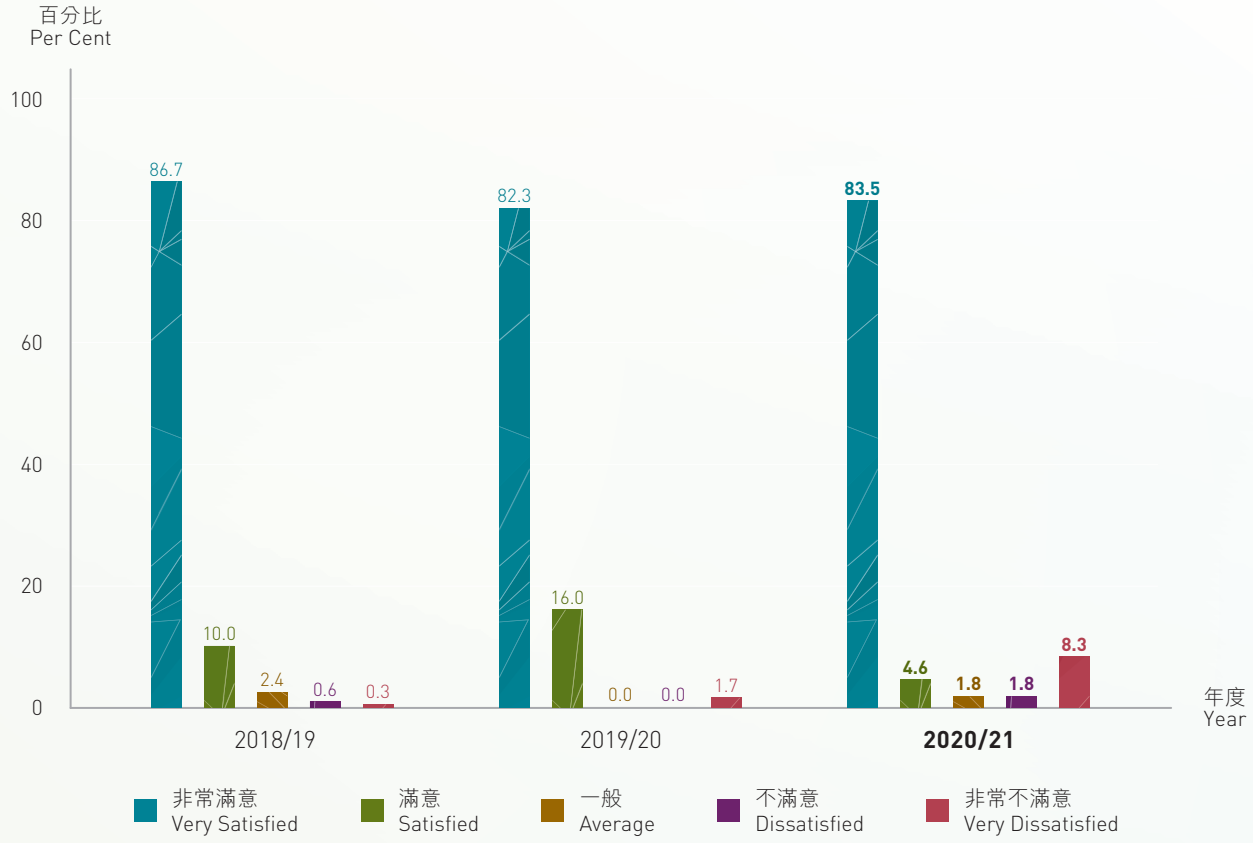
客戶意見

在2020/21年度，本處透過客戶服務熱線、部門網站、客戶意見卡、來信和電郵等不同渠道接獲27個客戶表揚。

CUSTOMER FEEDBACK

In 2020/21, the Land Registry received 27 commendations through various channels, including our customer service hotline, the Land Registry website, comment cards, letters and emails.

客戶滿意程度
Customer Satisfaction Rate



註： 由於「四捨五入」關係，個別項目的百分率數字總和可能不等於100%。

Note: Figures in percentage for individual items may not add up to 100% due to rounding.

此外，我們亦收到由本處接獲或是經由其他政府部門轉介的17項投訴，其中有三宗個案並不屬於本處的職權範圍。所有建議和投訴均已獲迅速回應及圓滿處理。

There were also 17 complaints received by us or referred to us by other Government offices, among which three cases were outside our jurisdiction. All the suggestions and complaints were promptly addressed and fully responded to.

企業社會責任
CORPORATE SOCIAL RESPONSIBILITY



企業公民

本處十分重視社會責任，致力成為優秀的企業公民。我們的承諾可見於以下八個主要範疇：

CORPORATE CITIZENSHIP

The Land Registry attaches great importance to social responsibility and strives to uphold a high standard of corporate citizenship. Our commitment is demonstrated through our efforts in eight main areas.

服務社會

本處一向鼓勵同事騰出私人時間，以組織及參與不同的義工和社區活動。自2005年起，土地註冊處義工隊與其他政府部門的義工隊積極參與義工服務。縱使2019冠狀病毒病疫情肆虐，我們仍繼續參與社區服務，惟舉辦的義工活動規模在遵守社交距離的措施下有所調整。在2020/21年度，我們的義工隊為長者籌辦了兩項義工活動。

Serving the Community

Our staff have all along been encouraged to contribute their own time to organise and participate in various volunteer activities and community programmes. Since 2005, the Land Registry Volunteer Team has been working with the volunteer teams of other Government departments to actively participate in voluntary service. While continued efforts were made to take part in community service, volunteer activities were organised on a limited scale in view of the social distancing measures under the COVID-19 pandemic. In 2020/21, the Volunteer Team organised two volunteer activities for the elderly.

在2021年2月，香港社會服務聯會向本處頒發連續15年或以上「同心展關懷」標誌，以表揚我們持續為社會服務的承諾。

In recognition of our sustained efforts in serving the community, the Hong Kong Council of Social Service awarded the "Fifteen Years Plus Caring Organisation" logo to the Land Registry in February 2021.





參與慈善活動

我們致力推行慈善活動，並鼓勵員工及其家人參與不同慈善項目。在2020/21年度，本處同事參加由公益金舉辦的各項慈善活動，包括「綠色低碳日」、「公益金便服日」及「公益愛牙日」。

Participating in Charity Activities

We are committed to promoting charity activities by encouraging staff and their families to participate in charity events. In 2020/21, our staff participated in a variety of charity events organised by the Community Chest, including the Green Low Carbon Day, Dress Casual Day and Love Teeth Day.







消除歧視及設立友善工作間

我們致力消除僱傭方面的歧視(包括性別、殘疾、家庭崗位及種族等)，以及促進全體員工的平等機會。

在2020/21年度，我們共有23名殘疾員工，佔本處員工總人數的3.8%。我們會為有需要的殘疾員工提供輔助器材，以助他們履行職務。

Eliminating Discrimination and Promoting Friendly Workplace

We strive to eliminate discrimination (including sex, disability, family status and race) in employment and promoting equal opportunities for all staff members.

In 2020/21, we had a total of 23 staff members with disabilities, representing 3.8% of the total strength of the Land Registry. We would provide technical aids, where necessary for staff members with disabilities to facilitate their performance of duties.

本處也致力為市民提供無障礙設施，委任了無障礙主任和助理無障礙主任為到訪各辦事處的殘疾人士提供協助，並為無障礙主任、助理無障礙主任和場地有關的職員安排相關的講座。我們亦定期檢討這些設施的便利程度，務求不斷作出改善。鑒於本處致力為殘疾人士提供無障礙設施，香港社會服務聯會已把我們的客戶服務中心列入「無障礙友善企業／機構名單」上。

We are also committed to providing barrier-free facilities to members of the public. In this regard, we have designated Access Officers and Assistant Access Officers to provide assistance to members of the public with disabilities visiting our offices and arranged relevant seminars for our Access Officers, Assistant Access Officers and venue staff members concerned. We also conducted regular reviews of the accessibility of our facilities for continuous improvement. Given our dedicated efforts in providing barrier-free facilities for members of the public with disabilities, our Customer Centre has been included in the List of Barrier-free Companies/ Organisations by the Hong Kong Council of Social Services.



我們支持政府的性別主流化政策。部門主任秘書是指定的性別課題聯絡人，協助部門認識和理解與性別相關的事宜。

We support the Government's policy on gender mainstreaming. The Departmental Secretary has been designated as the Gender Focal Point who helps raise awareness and understanding of gender-related issues within the department.



此外，為支持政府提倡設立餵哺母乳友善處所及工作間的政策，我們已為女性訪客及返回工作崗位後擬繼續授乳的女性員工提供方便餵哺母乳的環境。我們也制定內部指引供各員工遵守，並為女性員工提供擠奶設備。

Besides, in support of the Government's breastfeeding friendly premises and workplace policies, we have provided a breastfeeding friendly environment for both female visitors to our offices and female staff members who wish to continue breastfeeding after returning to work. Internal guidelines have been formulated for observance by staff members. Besides, lactation facilities are provided to our female staff members.



在2021年，我們亦繼續參與公務員事務局的「殘疾學生實習計劃」和「非華裔學生實習計劃」，為有需要人士提供培訓實習機會。

We also continued to provide placement opportunities for people in need through participating in the Civil Service Bureau's Internship Scheme for Students with Disabilities and Internship Programme for Non-ethnic Chinese Students in 2021.





我們繼續邀請社會企業競投本處辦公室的清潔服務合約，以促進弱勢社群的就業機會。

For promoting job opportunities for the socially disadvantaged groups, we continued to invite social enterprises to bid for our office cleansing service contracts.

關懷員工

作為關懷員工的僱主，我們致力維持一支健康的員工隊伍。在2020/21年度，我們就相關課題為員工舉辦了13個講座／工作坊，包括急救訓練、預防筋肌勞損、體力處理操作、運動與健康的生活模式、壓力管理和職業安全健康等。我們亦透過外界的專業人士為員工提供輔導服務，協助他們面對與工作相關或其個人的問題。

我們也致力為員工提供舒適的工作環境。在2020/21年度，我們持續並進一步改善辦公室環境，包括透過重整各辦公室的佈局、綠化環境和為員工提供多用途的共享空間，以促進同事之間的互動，並藉着可供靈活使用的共享空間營造有利員工互相交流討論的環境。

Caring for Employees

As a caring employer, we strive to maintain a healthy workforce. In 2020/21, we organised a total of 13 seminars/workshops for staff on relevant subjects, including first aid, prevention of musculoskeletal disorders, manual handling operation, exercise and healthy lifestyle, stress management and occupational safety and health. We also provided counseling services through external specialists to assist staff facing work-related or personal issues.

We also strive to provide a comfortable working environment for our staff. In 2020/21, continued efforts were made to further improve the office environment by internal office reshuffling, greenery and provision of multi-purpose connecting space for staff so as to promote interactions and render flexibility for our staff to use the connecting space for discussions in a conducive environment.



此外，我們繼續透過部門刊物、講座及員工康樂會舉辦的興趣班，加強員工對維持工作和生活中取得平衡，以及健康生活方式的認識。

Besides, we continue to enhance staff awareness in maintaining work-life balance and a healthy lifestyle through departmental publications, seminars and interest classes organised by the Staff Recreation Club for staff.

本處也致力促進員工的精神健康，舉辦壓力管理工作坊，以提升員工處理壓力的能力。

The Land Registry is also dedicated to promoting the mental well-being of our staff. Workshops on stress management were organised to enhance the capabilities of our staff to cope with stress.



推動環保管理

本處繼續致力推動環保管理，並確保部門各項業務和日常運作符合環保原則。我們為此採取了以下措施：

- 制定環保政策，訂明須採取行動的主要範疇；
- 公布環保管理指引，以供員工遵守；
- 定期到各個辦公室進行環保審核和突擊巡查，使員工持續關注環保；
- 繼續實行「減少使用」、「廢物利用」、「循環再造」及「替代使用」的環保政策，並有效使用能源和資源；
- 擴展環保採購的範圍，增加購置含環保特性的物品，以及要求辦公室清潔的營辦商採取環保做法，包括在清潔期間盡可能減少用水和能源消耗；

Promoting Green Management

We continue to strive to promote green management and ensure that our business and daily operations are conducted in an environmentally responsible manner. In this regard, we have taken the following measures:

- set out an environmental policy with key areas for actions;
- promulgated green housekeeping guidelines for observance by staff;
- conducted regular environmental audit and surprise checks at various offices to sustain the momentum in environmental protection;
- continued our drive in 4-Rs (i.e. reduce, reuse, recycle and replace) and efficient use of energy and resources;
- expanded the scope of green procurement through increasing the number of purchase items that contain environmentally friendly features and requiring the office cleaning contractor to adopt a number of green practices, including reduction of water and energy consumption in their operation as far as practicable;

- 透過部門的《員工通訊》，向員工推廣環保意識，宣揚減少廢物、循環再造、節約能源及反污染的訊息；
- promoted green awareness among staff by publicising messages on waste reduction and recycling, energy conservation and anti-pollution through departmental staff magazine;

- 實行土地文件副本雙面列印；
- implemented double-sided printing of land document copies;

- 在切實可行範圍內使用再造紙張或曾使用的空白頁紙張進行列印及影印；
- used recycled paper or the blank side of used paper for printing and photocopying as far as practicable;

- 在適當的情況下，於主管人員的房間安裝自動感應照明設備，以減少能源消耗；
- installed lighting motion sensors in the officers' rooms, where appropriate, to reduce energy consumption;

- 把綠化概念融入辦公室的設計，以改善辦公室的環境及室內空氣質素，並向員工宣揚綠化信息；以及
- incorporated the greening concept in office design in order to improve the office environment and indoor air quality, as well as promoted greenery among staff; and





- 在辦公室的茶水間提供可給員工循環使用的餐具。
- provided reusable tableware sets in office pantries.

公眾人士可到土地註冊處的網站瀏覽《2020年管制人員環保報告》，了解我們的環保成績。

The Controlling Officer's Environmental Report 2020 with detailed environmental performance is available on the Land Registry website.

在工作間推行職業安全與健康措施

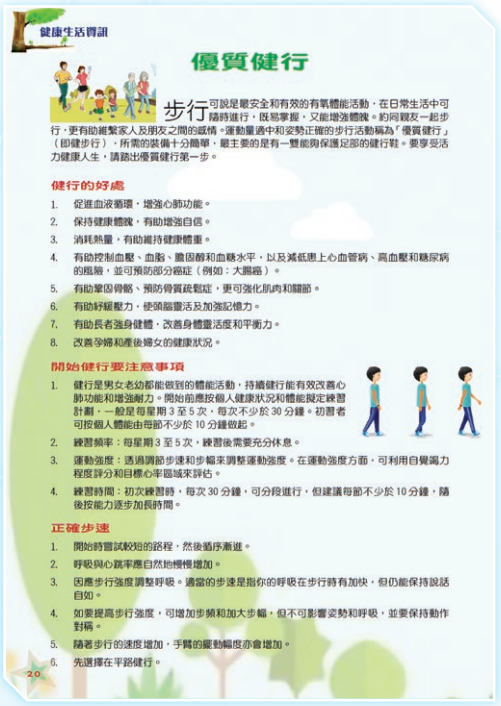
我們十分重視員工的職業安全與健康。自1997年起，我們成立了部門安全管理委員會，負責為部門制定及推行職業安全與健康的政策。我們已頒布周全的職業安全指引和程序，並為員工提供符合人體工程學的辦公室家具和設施，以促進員工的職業健康。

為提高員工的認知，我們定期透過《員工通訊》提供關於職業安全與健康的實用資訊和貼士。我們也定期進行巡查，確保工作間的安全。

Promoting Occupational Safety and Health in the Workplace

We attach great importance to the occupational safety and health of staff. Since 1997, we have set up a departmental Safety Management Committee to formulate and implement departmental policy on occupational safety and health. We have promulgated comprehensive guidelines and procedures on occupational safety and provided our staff with ergonomic office furniture and equipment to promote occupational health.

To enhance staff awareness, we have made use of our Staff Magazine to provide useful information and tips on occupational safety and health on a regular basis. Besides, regular inspections are conducted to ensure that the workplace is free from safety hazards.


健康生活資訊

優質健行

步行可說是最安全和有效的有氧體能活動，在日常生活中可隨時進行，既易掌握，又能增強體魄。約同親友一起步行，更有助維繫家人及朋友之間的感情。運動量適中和姿勢正確的步行活動稱為「優質健行」（即健步行），所需的裝備十分簡單，最主要的是有一雙能夠保護足部的健行鞋。要享受活力健康人生，請踏出優質健行第一步。

健行的好處

1. 促進血液循環，增強心肺功能。
2. 保持健康體魄，有助增強自信。
3. 消耗熱量，有助維持健康體重。
4. 有助控制血壓、血脂、膽固醇和血糖水平，以及減低患上心血管病、高血壓和糖尿病的風險，並可預防部分癌症（例如：大腸癌）。
5. 有助鞏固骨骼、預防骨質疏鬆症，更可強化肌肉和關節。
6. 有助紓緩壓力，使頭腦靈活及加強記憶力。
7. 有助長者強身健體，改善身體靈活度和平衡力。
8. 改善孕婦和產後婦女的健康狀況。

開始健行要注意事項

1. 健行是男女老幼都能做到的體能活動，持續健行能有效改善心肺功能和增強耐力。開始前應按個人健康狀況和體能擬定練習計劃，一般是每星期 3 至 5 次，每次不少於 30 分鐘。初習者可按個人體能由每節不少於 10 分鐘做起。
2. 練習頻率：每星期 3 至 5 次，練習後需要充分休息。
3. 運動強度：透過調節步速和步幅來調整運動強度。在運動強度方面，可利用自覺喝力程度評分和目標心率區域來評估。
4. 練習時間：初次練習時，每次 30 分鐘，可分段進行，但建議每節不少於 10 分鐘，隨後按能力逐步加長時間。

正確步速

1. 開始時嘗試較短的路程，然後循序漸進。
2. 呼吸與心跳率應自然地慢慢增加。
3. 因應步行強度調整呼吸。適當的步速是指你的呼吸在步行時有加快，但仍能保持說話自如。
4. 如要提高步行強度，可增加步頻和加大步幅，但不可影響姿勢和呼吸，並要保持動作對稱。
5. 隨著步行的速度增加，手臂的擺動幅度亦會增加。
6. 先選擇在平路健行。

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健行是有氧運動，若能持之以恒，既可以改善健康指標，亦有助提升體適能水平。進行有氧運動訓練，建議由中等強度訓練開始，然後逐步增加至劇烈強度的訓練。要知道怎樣才達到中等強度訓練及劇烈強度訓練，可參考以下目標心率及自覺喝力程度，以找出適合自己活動強度。

目標心率區域計算方法
計算目標心率區域的公式
(220 - 年齡) x 60% ～ (220 - 年齡) x 90%
(220 - 20) x 60% ～ (220 - 20) x 90%
心率 ：120 ～ 180 bpm
例如：20 歲步行者的目標心率區域是 120 至 180 次

自覺喝力程度評分

步行對我們健康有長遠的益處，除了在合適的路徑健行外，日常亦可以步行代替乘車；或在目的地前一、兩個站下車，步行前往。在清早和黃昏出外步行，更有助減壓，鬆弛神經。

健行小貼士

1. 了解自己的身體狀況（尤其是慢性病患者）。由於個人的健康及體能狀態各異，應選擇自己能夠應付的運動強度、練習時間及練習頻率。
2. 平時疏於體能活動的人，開始時應選擇低難度的路徑，並以較慢的速度健行；熟練後再逐步提升運動強度、時間及頻率。
3. 如因身體狀況而未能依照上述指引練習，切勿強行鍛鍊，請先徵詢醫生或專業人士的意見。
4. 如在練習期間或之後感到身體不適或有任何不良反應，請立即停止練習，並尋求醫護人員協助。
5. 應穿著合適的休閒運動服裝及鞋襪健行。即使鞋子舒適，也應穿上襪子。健行鞋的主要特色如下：
   - 鞋頭要寬闊，鞋跟要舒適地緊貼腳跟
   - 鞋的內部要提供良好的承托力和保護功能
   - 鞋跟部位要穩固結實，提供足夠防護
   - 鞋底要防滑，鞋身要柔韌
6. 練習前，先做熱身及伸展運動；練習後，做整理及緩和運動。健行前後和健行期間，都必需補充足夠水份。

資料來源： 康樂及文化事務署 –《優質健行》小冊子

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此外，本處自2003年起參加了由環境保護署舉辦的「室內空氣質素檢定計劃」，我們位於九龍灣「一號九龍」的辦事處及其他所有辦事處在2020年分別獲得「卓越級」和「良好級」證書。

In addition, we have participated in the Indoor Air Quality Certification Scheme organised by the Environmental Protection Department since 2003. Our office at One Kowloon, Kowloon Bay obtained the "Excellent" Class and all other offices achieved the "Good" Class under the Scheme in 2020.



環境保護署
ENVIRONMENTAL PROTECTION DEPARTMENT

Indoor Air Quality Certificate
(Excellent Class)
室內空氣質素檢定證書《卓越級》

Valid period 有效日期: 05 May 2020 to 到 04 May 2021

I hereby certify that the indoor air quality of the following location(s) has fully complied with the Excellent Class of the Indoor Air Quality Objectives.
本人證明下列地點的室內空氣質素完全符合「卓越級」室內空氣質素指標。

Name of building 建築物名稱: One Kowloon 一號九龍
Address 地址: 1 Wang Yuen Street, Kowloon Bay 九龍灣宏遠街 1 號
Certified location(s) 已檢定地點: Common Areas of Whole Building 全幢大廈公眾地方

Approved HKIAS IAQ Signatory
香港認可處核準室內空氣質素簽署人員

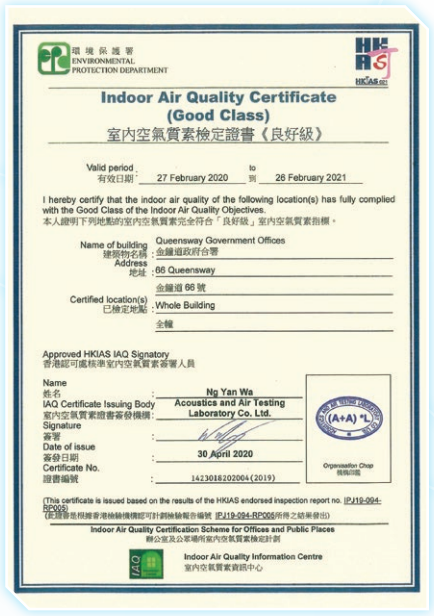
Name 姓名: Ng Yan Wa
IAQ Certificate Issuing Body 室內空氣質素證書簽發機構: Acoustics and Air Testing Laboratory Co. Ltd.
Signature 簽署:
Date of issue 簽發日期: 06 May 2020
Certificate No. 證書編號: 14049952020O5(2017)

Organisation Chop 機構印鑑

(This certificate is issued based on the results of the HKIAS endorsed inspection report no. IPJ19-291-RP001)
(此證書是根據香港檢驗機構認可計劃檢驗報告編號 IPJ19-291-RP001所得之結果發出)

Indoor Air Quality Certification Scheme for Offices and Public Places
辦公室及公眾場所室內空氣質素檢定計劃

Indoor Air Quality Information Centre
室內空氣質素資訊中心



環境保護署
ENVIRONMENTAL PROTECTION DEPARTMENT

Indoor Air Quality Certificate
(Good Class)
室內空氣質素檢定證書《良好級》

Valid period 有效日期: 27 February 2020 to 到 26 February 2021

I hereby certify that the indoor air quality of the following location(s) has fully complied with the Good Class of the Indoor Air Quality Objectives.
本人證明下列地點的室內空氣質素完全符合「良好級」室內空氣質素指標。

Name of building 建築物名稱: Queensway Government Offices 金鐘道政府合署
Address 地址: 66 Queensway 金鐘道 66 號
Certified location(s) 已檢定地點: Whole Building 全幢

Approved HKIAS IAQ Signatory
香港認可處核準室內空氣質素簽署人員

Name 姓名: Ng Yan Wa
IAQ Certificate Issuing Body 室內空氣質素證書簽發機構: Acoustics and Air Testing Laboratory Co. Ltd.
Signature 簽署:
Date of issue 簽發日期: 30 April 2020
Certificate No. 證書編號: 1423018202004(2019)

Organisation Chop 機構印鑑

(This certificate is issued based on the results of the HKIAS endorsed inspection report no. IPJ19-004-RP005)
(此證書是根據香港檢驗機構認可計劃檢驗報告編號 IPJ19-004-RP005所得之結果發出)

Indoor Air Quality Certification Scheme for Offices and Public Places
辦公室及公眾場所室內空氣質素檢定計劃

Indoor Air Quality Information Centre
室內空氣質素資訊中心

同心抗疫

為減低2019冠狀病毒病的傳播風險，本處在2020/21年度的辦公時間不時因應政府的特別工作安排作出調整。儘管如此，本處仍按特別工作安排竭力提供全面但有限度的服務，並維持供客戶交付文書辦理註冊的正常服務時間。

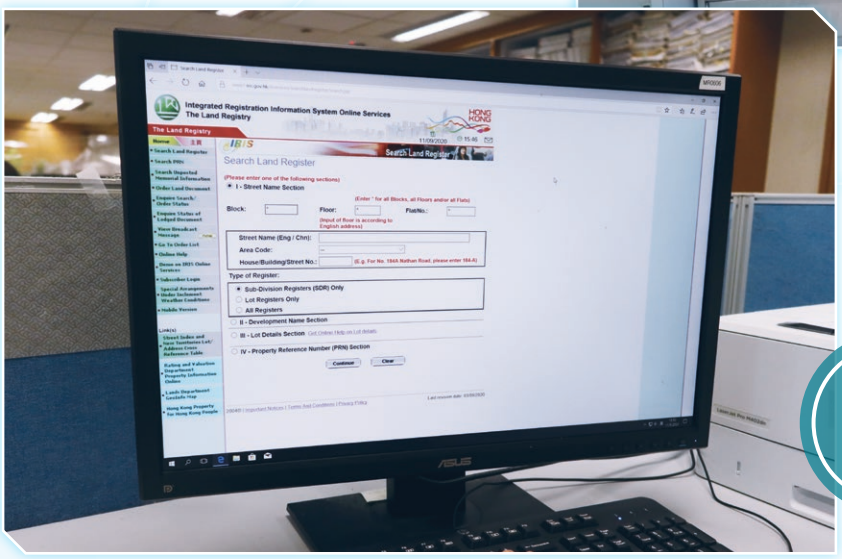
Together, We Fight the Virus

To reduce the risk of the spread of the COVID-19, the opening hours of our offices were adjusted from time to time in line with the Government's special work arrangement in 2020/21. Notwithstanding that, the Land Registry endeavoured and managed to provide the full range of services, albeit on a limited scale, and maintain full service hours for delivering instruments for registration under the special work arrangement.

本處亦採取各種防疫措施，包括加強各辦事處的清潔／消毒工作、在服務櫃位加裝防護膠板、提供酒精搓手液和消毒地氈，以及把客戶服務中心的長椅和排隊位置妥為分隔。此外，我們鼓勵客戶盡量透過本處的網上查冊服務(www.iris.gov.hk)進行土地查冊及使用文件投遞箱，並只在有急切需要服務時才前往各辦事處。

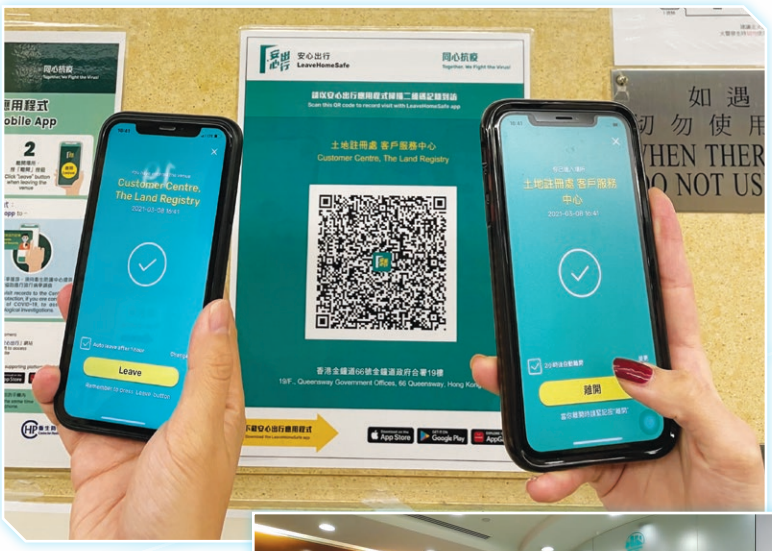
We have also implemented various precautionary measures, such as enhancing office cleansing/disinfection, installing acrylic shielding screens at our service counters, providing alcohol hand sanitisers and sanitising mats, as well as spacing out benches and the queuing area in the Customer Centre. Besides, customers were encouraged to conduct land searches through the Land Registry online search service (www.iris.gov.hk), use the drop-in box as much as possible and visit our offices only if they require services urgently.





為配合政府的感染控制政策，由2021年3月1日起，所有僱員和公眾人士在進入本處各辦事處前須使用「安心出行」流動應用程式或登記其姓名、聯絡電話號碼及到訪日期和時間。為響應2019冠狀病毒病疫苗接種計劃，本處向業務夥伴推廣有關計劃，並鼓勵員工盡早接種，以保障自己和他人。

Pursuant to the Government's infection control policy, all employees and members of the public entering our offices have to use the "LeaveHomeSafe" mobile app or have their names, contact number and the date and time of visit recorded with effect from 1 March 2021. In support of the COVID-19 Vaccination Programme, we promoted the programme to our business partners and encouraged our staff to receive vaccination as early as possible in order to protect themselves and others.





本處於2020年暫調職員到衞生署和政府資訊科技總監辦公室設立的熱線中心協助執行檢疫令。此外，本處註冊組職員在抗疫期間仍竭誠為市民提供必須的服務。當中共有29名職員獲頒政務司司長發出的感謝狀，以表揚他們的貢獻。

In recognition of the contribution of our staff who were temporarily deployed to the call centres of the Department of Health and the Office of the Government Chief Information Officer to render support for the enforcement of the quarantine orders in 2020, as well as the dedication of our registration staff in maintaining essential services to the public during our fight against the pandemic, a total of 29 staff of the Land Registry were awarded the Certificate of Appreciation issued in the name of the Chief Secretary for Administration.







公眾教育

作為本處公眾教育活動的一部分，我們持續為中學和專上院校的學生，安排講解及參觀本處的客戶服務中心，致力向學界介紹本處的服務和香港的土地註冊制度。

我們於2020年7月安排香港專業教育學院(沙田分校)的法律及行政課程學生參觀本處。是次參觀令同學更加了解土地註冊處的服務。他們的反應非常正面，並對我們的工作甚感興趣。

Public Education

As part of our public education activities, the Land Registry has continued its efforts to introduce its services and the land registration system in Hong Kong to the school community by delivering presentations and conducting guided tours to our Customer Centre for secondary and tertiary students.

A visit to the Land Registry was arranged for the Law and Administration students of the Hong Kong Institute of Vocational Education (Sha Tin) in July 2020. The visits had enriched the students' understanding of the services provided by the Land Registry. The feedback from the visits was very positive and the students showed great interest in our work.







此外，五名參加2020年政務職系暑期實習計劃的實習生獲安排在發展局實習，並於2020年9月到訪本處。期間，我們向他們簡介就先行在新批出土地落實業權註冊制度建議的最新發展，並介紹本處的職能、服務和運作，以及安排他們參觀客戶服務中心。各實習生均認為是次參觀有助他們了解政府部門的運作安排，並加深他們對公共行政的認識。

Besides, five interns under the Administrative Service Summer Internship Programme 2020 of the Development Bureau visited the Land Registry in September 2020. During the visit, we briefed them on the latest developments regarding the proposal of implementing title registration on newly granted land first and introduced the functions, services and operation of the Land Registry, dovetailing it with a guided tour to our Customer Centre. The interns remarked that the visit had given them insights into the operations of a Government department as well as deepened their understanding of public administration.









未來計劃

綠色管理

本處會繼續提倡「綠色辦公室」環境，並尋求進一步減少能源及紙張消耗的契機。

公眾教育

本處會繼續舉辦公眾教育活動，使公眾加深認識本處的服務及香港土地註冊制度的發展情況。

FUTURE PLAN

Green Management

We will continue to promote a "green office" environment and explore opportunities for further reducing consumption of energy and paper.

Public Education

We will continue with our public education activities to raise public understanding of the services of the Land Registry and the development of the land registration system in Hong Kong.





服務及運作
SERVICES and OPERATIONS

辦理土地文件註冊

影響土地的文件均送交本處位於金鐘道政府合署的客戶服務中心辦理註冊。

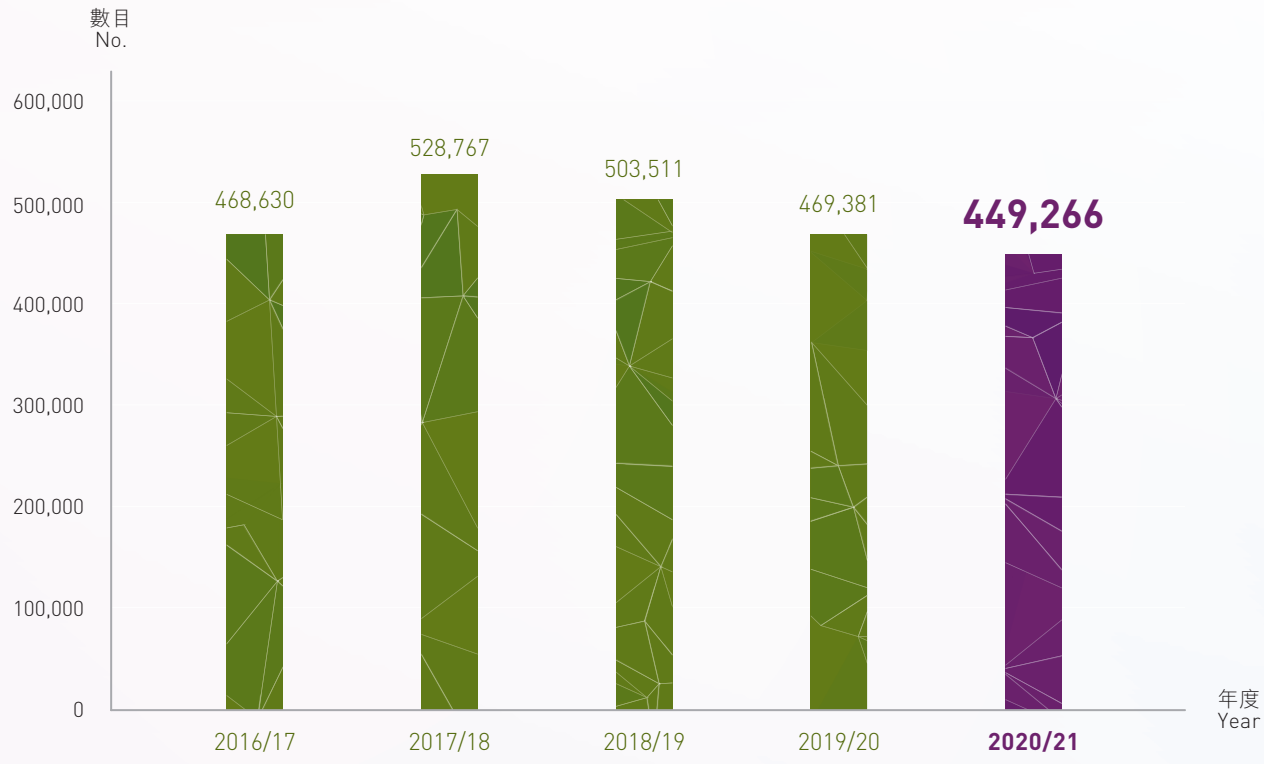
在2020/21年度，送交註冊的土地文件共449,266份，較2019/20年度減少4.3%。

REGISTRATION OF LAND DOCUMENTS

Documents affecting land are delivered to our Customer Centre at the Queensway Government Offices (QGO) for registration.

In 2020/21, 449,266 land documents were delivered for registration, representing a decrease of 4.3% when compared with 2019/20.

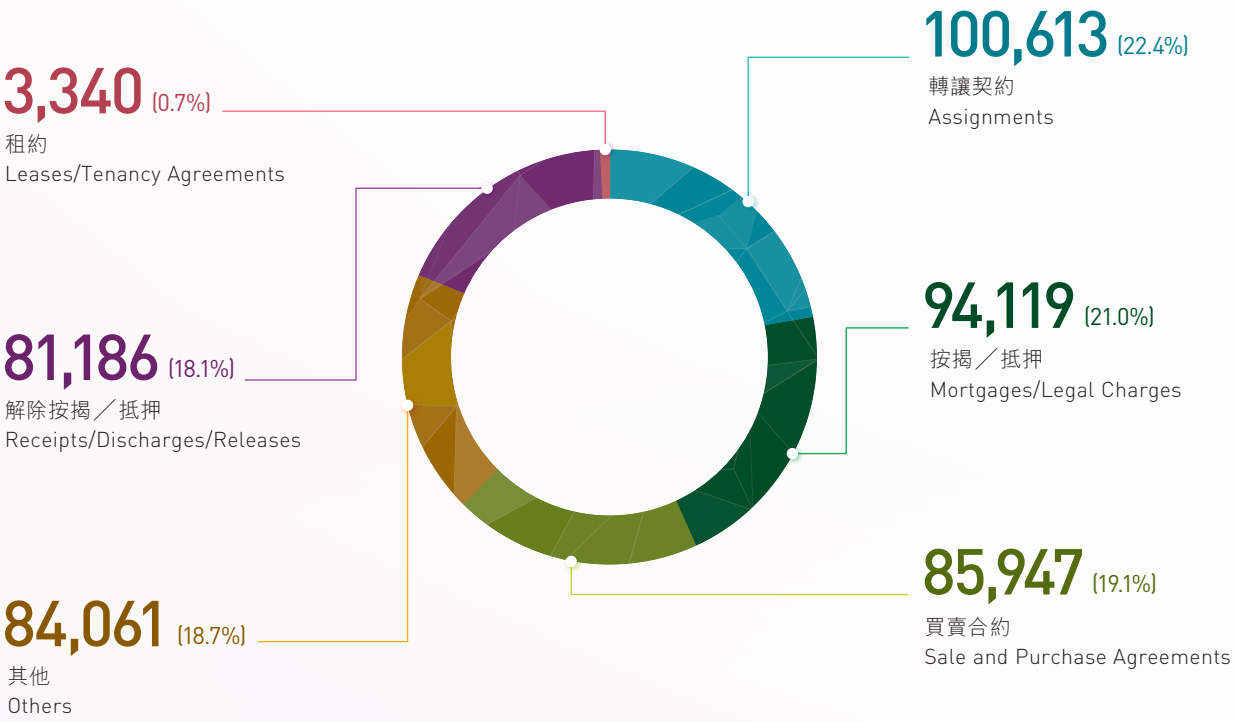
送交註冊的土地文件數目
NO. OF LAND DOCUMENTS DELIVERED FOR REGISTRATION



年內收到的主要文件類別包括樓宇買賣合約、轉讓契約、按揭／抵押及解除按揭／抵押，佔全年收到文件總數的81%。

Major types of documents received include sale and purchase agreements (SPAs), assignments, mortgages/legal charges and receipts/discharges/releases which collectively accounted for 81% of all documents received during the year.

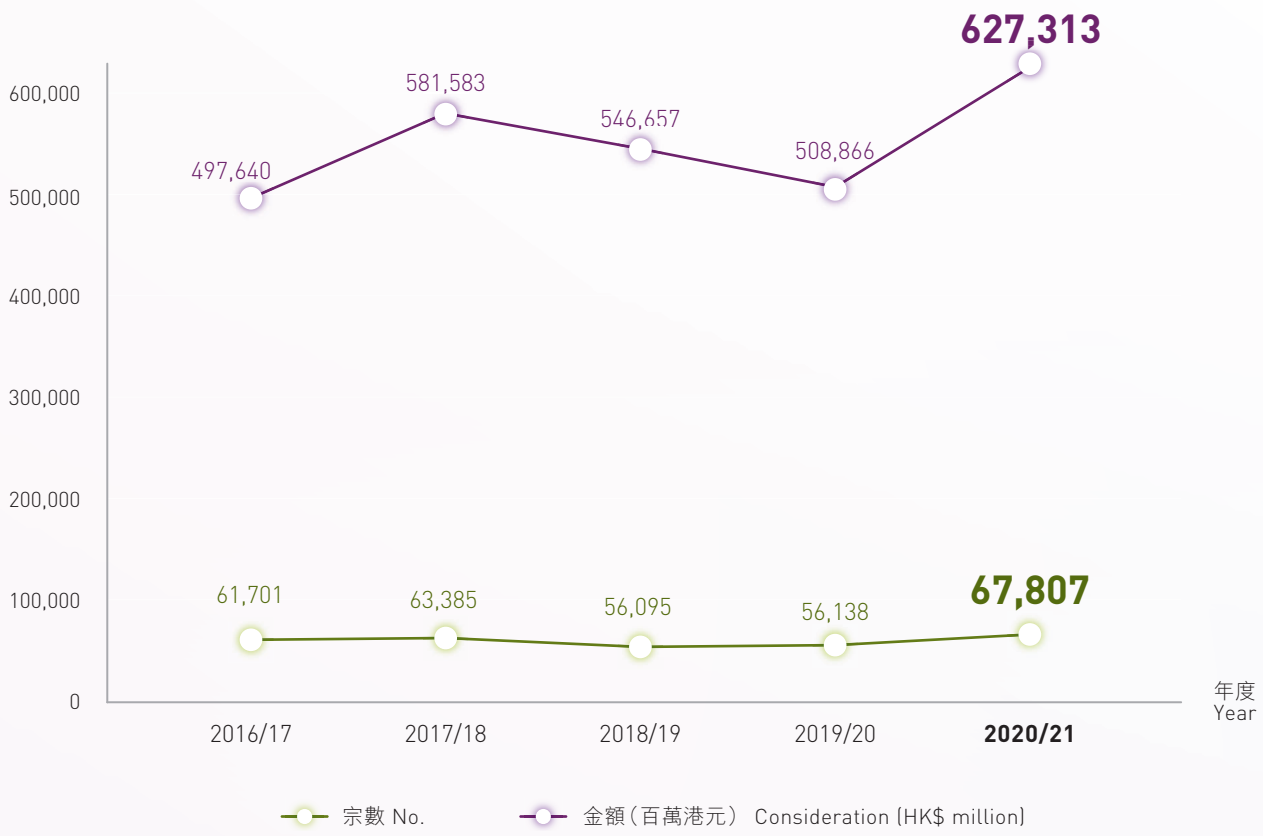
2020/21 年度送交註冊的土地文件類別
DISTRIBUTION OF LAND DOCUMENTS LODGED FOR REGISTRATION IN 2020/21



在2020/21年度送交註冊的所有樓宇買賣合約中，住宅樓宇買賣合約的宗數和總值分別是67,807份（較去年增加20.8%）及6,273.13億元（較去年增加23.3%）。一般而言，這類合約的數量是反映物業市場交投情況的重要指標。

Among the SPAs of all building units delivered for registration in 2020/21, the number of SPAs of residential units and its total consideration were 67,807 (+20.8% from last year) and $627,313 million (+23.3% from last year) respectively. The number of these agreements is generally regarded as a key indicator of the level of activity in the property market.

送交註冊的住宅樓宇買賣合約宗數和金額
NO. AND CONSIDERATION OF SALE AND PURCHASE AGREEMENTS OF RESIDENTIAL UNITS DELIVERED FOR REGISTRATION



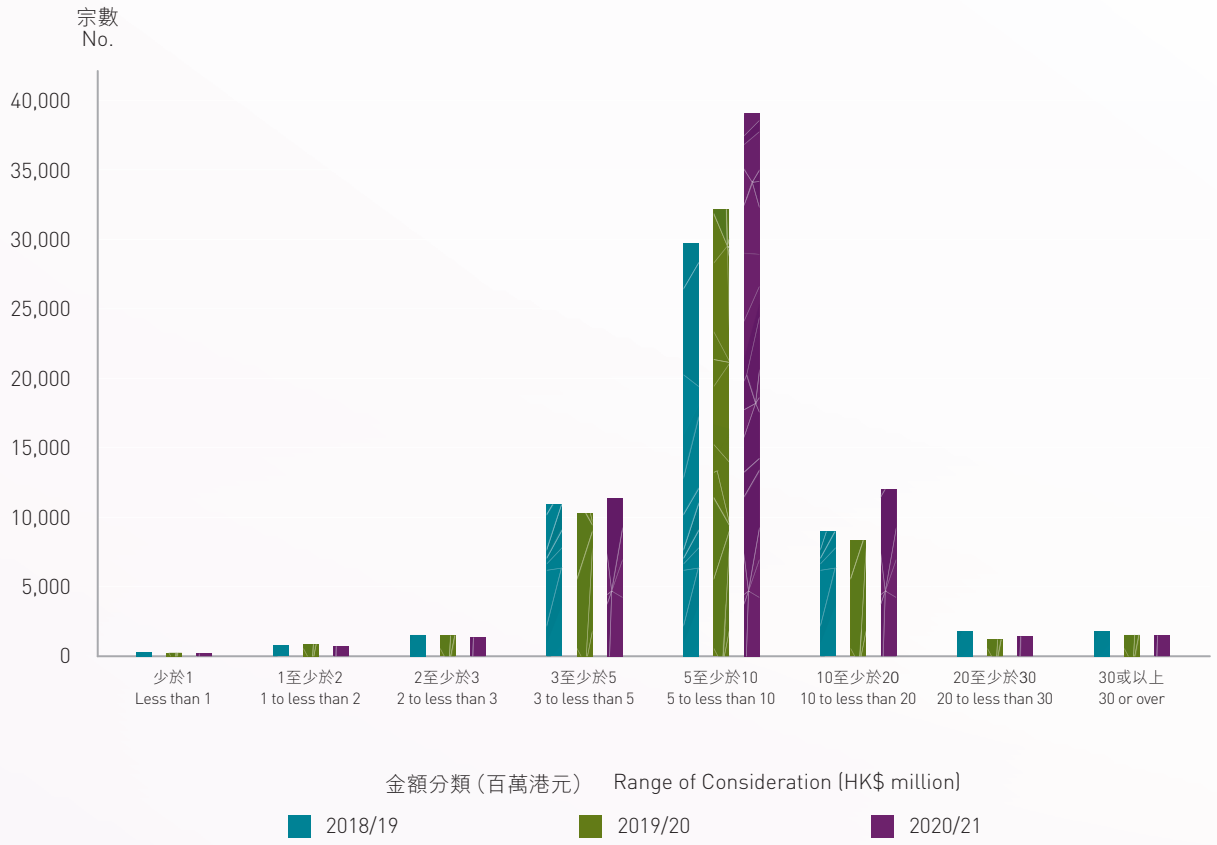
註： 上述統計數字並不包括居者有其屋、私人機構參建居屋及租者置其屋等計劃下的住宅買賣，除非有關單位轉售限制期屆滿並已補償差價。

Note: The statistics do not include sales of units under the Home Ownership Scheme, the Private Sector Participation Scheme and the Tenants Purchase Scheme, etc. unless the premium of the unit concerned has been paid after the sale restriction period.

在2020/21年度，大多數住宅樓宇的交易金額是介乎500萬至1,000萬港元之間。年內交易金額超過500萬港元的住宅樓宇交易則顯著增加。

The majority of the transactions in residential units in 2020/21 were within the consideration range of five to ten million Hong Kong dollars. There was a notable increase in transactions in 2020/21 with consideration of more than five million Hong Kong dollars.

按金額分類的住宅樓宇買賣合約宗數
NO. OF SALE AND PURCHASE AGREEMENTS OF RESIDENTIAL UNITS BY RANGE OF CONSIDERATION



金額分類 Range of Consideration （百萬港元） (HK$ million)		2018/19 宗數 No.	%	2019/20 宗數 No.	%	**2020/21 宗數 No.**	**%**
少於1	Less than 1	249	0.4	215	0.4	169	0.2
1至少於2	1 to less than 2	784	1.4	823	1.5	758	1.1
2至少於3	2 to less than 3	1,582	2.8	1,478	2.6	1,305	1.9
3至少於5	3 to less than 5	10,936	19.5	10,312	18.4	11,493	16.9
5至少於10	5 to less than 10	29,753	53.0	32,240	57.4	39,203	57.8
10至少於20	10 to less than 20	8,984	16.0	8,294	14.8	12,033	17.7
20至少於30	20 to less than 30	1,936	3.5	1,228	2.2	1,454	2.1
30或以上	30 or over	1,871	3.3	1,548	2.8	1,392	2.1
總數	Total	56,095	100.0	56,138	100.0	67,807	100.0

註： 由於「四捨五入」關係，個別項目的百分率數字總和可能不等於100%。

Note: Figures in percentage for individual items may not add up to 100% due to rounding.

本處的文件影像處理工作原先是在沙田的中央影像處理中心進行，與其他在金鐘道政府合署進行的註冊工序分開處理。隨著中央影像處理中心在2020年10月遷回金鐘道政府合署後，整個註冊工作流程現可於同一辦事處進行，有助提升服務效率、文件安全程度和成本效益。

Imaging of documents was previously processed at the Central Imaging Centre (CIC) in Sha Tin which was separated from other registration work processes conducted at the QGO. With the relocation of the CIC from Sha Tin to the QGO in October 2020, the whole registration work process is now conducted under one roof, thus enhancing efficiency, security and cost-effectiveness in service delivery.



中央影像處理中心備有先進設施，提供優質高效的電子影像處理服務，以便為客戶提供快捷方便的文件檢索服務。

The CIC is equipped with modern facilities to provide quality and efficient document imaging services which can offer our customers the benefits of fast and convenient document retrieval.



為增加公眾對契約註冊服務的認識，介紹相關工作的短片和文章已於2021年5月上載至《發展局局長隨筆》網誌。

To enhance public understanding of the deeds registration service, a video together with an article was posted on the Blog of the Secretary for Development in May 2021 to introduce our work.

查閱土地紀錄服務

土地註冊處備存土地紀錄，旨在提供一個關於物業擁有權的資訊平台，以方便物業交易。

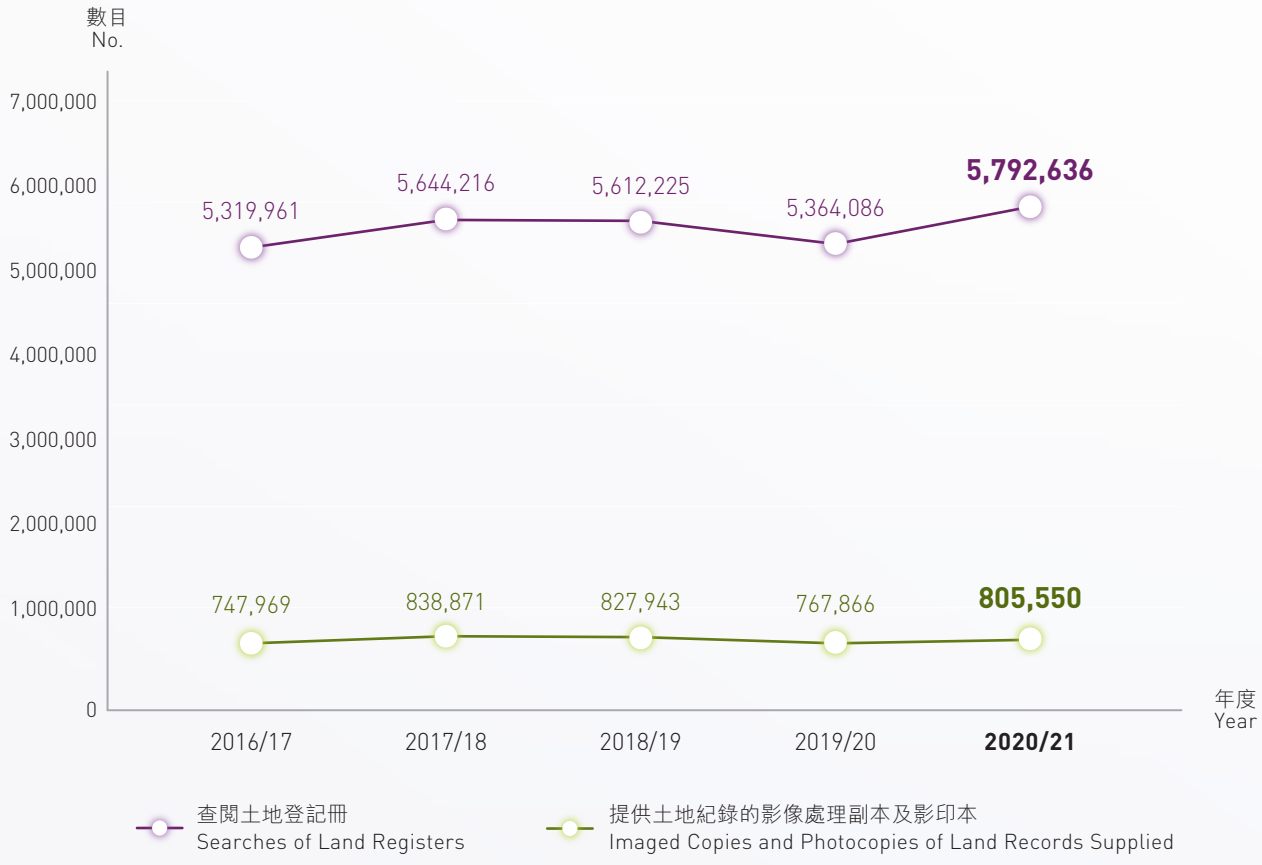
在2020/21年度，查閱土地登記冊的宗數，以及提供土地紀錄的影像處理副本和影印本的總數分別為5,792,636宗（較去年增加8.0%）及805,550份（較去年增加4.9%）。

SEARCH SERVICES

Land records are kept by the Land Registry for the purpose of providing an information platform on property ownership to facilitate property transactions.

In 2020/21, the total number of searches of land registers and supply of imaged copies and photocopies of land records were 5,792,636 (+8.0% from previous year) and 805,550 (+4.9% from previous year) respectively.

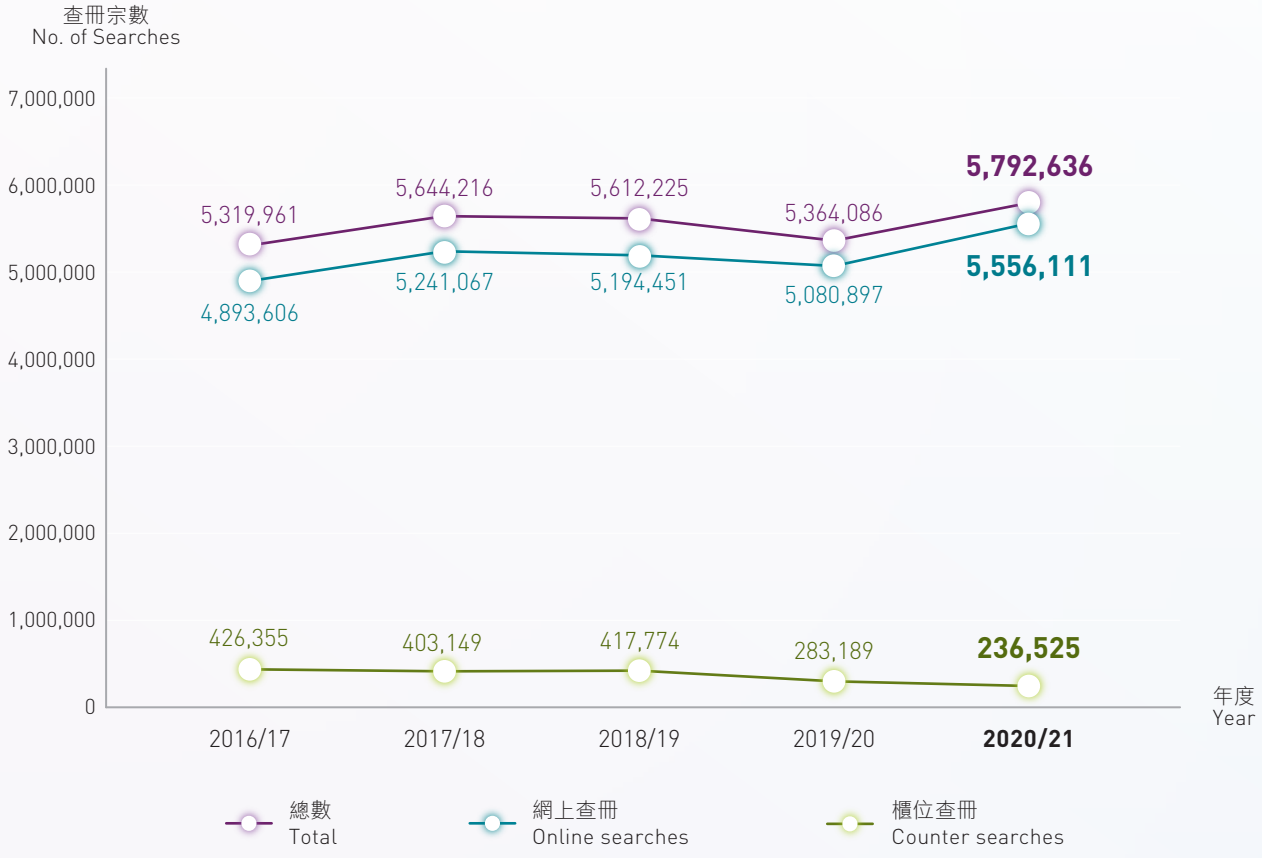
查閱土地登記冊宗數和提供土地紀錄的影像處理副本及影印本份數
NO. OF SEARCHES OF LAND REGISTERS & IMAGED COPIES AND PHOTOCOPIES OF LAND RECORDS SUPPLIED



土地註冊處透過互聯網上的「綜合註冊資訊系統」(www.iris.gov.hk)提供每星期7天、每天20小時(由上午7時30分至翌日上午3時30分)的查冊服務。公眾人士可以非經常用戶或登記用戶身分進行查冊。在2020/21年度，登記用戶的數目增加了26個(上升1.8%)，總數達1,442個。年內，網上查閱土地登記冊約佔總查冊量的96%，其餘約4%是在本處設於金鐘道政府合署的客戶服務中心，以及位於大埔、元朗和荃灣的新界查冊中心透過櫃位查冊服務進行。

The Land Registry is providing search services over the internet via our Integrated Registration Information System (IRIS) Online Services at www.iris.gov.hk seven days a week for 20 hours a day (from 7:30 a.m. to 3:30 a.m. the next day). The public can conduct searches on either an ad hoc or a subscription basis. The number of subscribers increased by 26 (+1.8%) and reached 1,442 during 2020/21. Searches of land registers conducted online constituted about 96% of the total search volume in the year. The remaining 4% were conducted over the counter. Counter search service is available at our Customer Centre at the QGO and the New Territories Search Offices in Tai Po, Yuen Long and Tsuen Wan.

查閱土地登記冊宗數
NO. OF SEARCHES OF LAND REGISTERS



本處每年均會推出新版的《街道索引》及《新界地段／地址對照表》(《對照表》)，方便公眾以本港的物業地址或樓宇名稱查閱相關的地段編號。為配合網上查冊服務，公眾可在本處網站或透過「綜合註冊資訊系統」網上服務網站的超連結，免費瀏覽《街道索引》及《對照表》的網上版本。截至2021年3月31日，在2020年4月29日推出的《街道索引》及《對照表》網上版本已錄得超過25,000瀏覽人次。

The Land Registry publishes new editions of the Street Index (SI) and the New Territories Lot/Address Cross Reference Table (CRT) annually to help the public correlate property addresses and building names with lot numbers in the territory. To facilitate online search services, online versions of the SI and the CRT are made available for free browsing on the Land Registry website or through the hyperlink on the IRIS Online Services website. Up to 31 March 2021, over 25,000 visits to the online versions of the SI and the CRT released on 29 April 2020 were recorded.



業主立案法團服務

根據《建築物管理條例》(第344章)，土地註冊處負責辦理業主立案法團的註冊事宜，並就業主立案法團的紀錄提供存檔和查閱服務。在2020/21年度，新註冊的業主立案法團共有93個，全港的業主立案法團總數增至11,136個。

OWNERS' CORPORATION (OC) SERVICES

The Land Registry is responsible for registration of OCs and provision of filing and search services for OC records under the Building Management Ordinance (Cap. 344). In 2020/21, 93 new OCs were registered. The total number of OCs in the territory reached 11,136.

客戶服務

本處的管理及客戶服務部專責策劃及統籌客戶服務，以促進卓越服務，滿足客戶對服務質素的殷切期望。我們善用各種渠道與客戶聯絡和溝通，以提升部門服務。

CUSTOMER SERVICES

The Management and Customer Services Division of the Land Registry is dedicated to the planning and coordination of customer services for promoting service excellence to meet rising public aspirations. We make use of various channels to liaise and communicate with our customers for improving our services.

聯絡客戶

土地註冊處聯合常務委員會

土地註冊處聯合常務委員會的成員包括土地註冊處處長、其下的高級管理團隊，以及香港律師會的代表。委員會定期舉行會議，就土地註冊事宜、本處向法律界人士所提供的服務，以及擬備推行業權註冊制度等進行商討和交流意見。委員會成員名單見附件II (a)。

Liaison with Customers

Land Registry Joint Standing Committee

The Land Registry Joint Standing Committee, comprising the Land Registrar, her senior management team and representatives of the Law Society of Hong Kong, meets regularly to discuss and exchange views on land registration matters, the Land Registry's services provided to legal practitioners and preparation for implementation of the Title Registration System (TRS). The membership of the Committee is at Annex II (a).





客戶聯絡小組

本處透過兩個客戶聯絡小組(私營機構和公營機構)與客戶保持聯絡，讓客戶了解本處的最新計劃、服務和工作程序，在業務運作和服務提供事宜上促進意見交流，以及就客戶的意見作出回應。

私營機構客戶聯絡小組的成員來自法律界、專業機構及工商團體；公營機構客戶聯絡小組的成員則來自政府部門及公營機構。兩個小組的成員名單分別見附件II (b)及(c)。

Customer Liaison Groups

The Land Registry maintains regular liaison with customers through two Customer Liaison Groups (private and public sectors) to update customers on the department's latest initiatives, services and procedures, to facilitate exchange of views on operational and service delivery issues, and to respond to customers' feedback.

The private sector group comprises representatives from the legal community, professional bodies and trade associations while the public sector group comprises representatives from Government departments and public bodies. The lists of membership of the private sector and the public sector groups are at Annexes II (b) and (c) respectively.



客戶聯絡小組（私營機構）
Customer Liaison Group (Private Sector)



客戶聯絡小組（公營機構）
Customer Liaison Group (Public Sector)

訪問

土地註冊處與海外的同業機構維持緊密聯繫。在2020年11月，時任土地註冊處處長張美珠女士、土地註冊處經理方吳淑儀女士、副首席律師許國鴻先生和助理土地註冊處經理鄧慧穎女士參與以線上視像形式舉行的第47屆「業權註冊處長會議」。是次虛擬活動為來自不同海外司法管轄區的註冊處處長及其代表提供一個有效平台，與各海外夥伴建立聯繫，並因應2019冠狀病毒病的疫情，就土地註冊工作的創議、優良措施和最新發展互相交流意見及分享經驗。

Visits

The Land Registry maintains close connection with its overseas counterparts. In November 2020, Ms Doris CHEUNG, the then Land Registrar, Mrs Amy FONG, Registry Manager, Mr Joseph HUI, Deputy Principal Solicitor and Miss Cynthia TANG, Assistant Registry Manager attended the 47th Registrars of Title Conference held through an online video platform. The virtual event brought together Registrars and their delegates from various overseas jurisdictions, which provided an effective forum for the Conference participants to network with overseas counterparts as well as to exchange views and share experiences of the initiatives, best practices and latest development of land registration in face of the COVID-19 pandemic.



在加拿大卑斯省的土地業權及測量局的邀請下，本處於2020年6月16日與該局的土地業權總監Carlos MacDonald先生及其同事就土地註冊辦事處的運作和服務舉行視像會議。是次會議提供了契機，讓雙方就土地註冊辦事處在2019冠狀病毒病之下的運作情況分享經驗，並就土地註冊工作的未來發展交流意見。

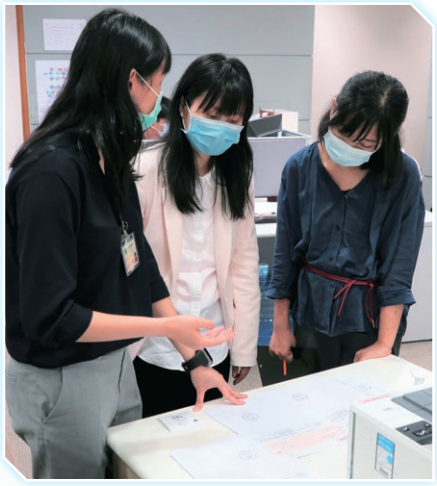
As invited by Land Title and Survey Authority of British Columbia, Canada, a video conference on the operation and service delivery of the land registries was held on 16 June 2020 with the attendance of Mr Carlos MacDonald, Director of Land Titles, together with his colleagues. The conference provided a useful opportunity for sharing experiences in the operation of the land registries during the COVID-19 pandemic as well as exchanging insights into the future development of land registration work.



此外，江西省司法廳的蔡潔女士參加由律政司舉辦的「2019/20年度內地法律工作人員普通法訓練計劃」，在2020年5月25至29日暫駐本處的法律事務部。在暫駐期間，本處向蔡女士簡介根據《土地業權條例》(第585章)實行業權註冊制度的建議和該條例制定後的檢討工作，並安排她參觀客戶服務中心，以了解本處的註冊、查冊和業主立案法團服務。她認為是次暫駐為她提供了學習本處工作的寶貴經驗。

Besides, Ms CAI Jie of the Department of Justice of Jiangxi Province was attached to the Legal Services Division of the Land Registry from 25 to 29 May 2020 under the Training Scheme in Common Law for Mainland Legal Officials 2019/20 organised by the Department of Justice. During the attachment, Ms CAI was briefed on the proposed introduction of TRS under the Land Titles Ordinance (Cap. 585) (LTO) and the post-enactment review of the LTO as well as attended a guided tour to our Customer Centre for familiarisation of our registration, search and OC services. She regarded the attachment a valuable learning experience about the Land Registry's work.





溝通渠道

土地註冊處通函

在2020/21年度，我們發出了一份通函，讓法律界人士和客戶知悉本處推出的新產品／服務。

《土地註冊處通訊》

本處分別在2020年6月及12月發布了兩期的《土地註冊處通訊》電子版，向客戶介紹部門的新猷、服務和活動。

資料單張

年內，我們更新了資料單張的內容，以提供本處服務的最新資訊。

Communication Channels

Land Registry Circular Memoranda

In 2020/21, we issued a Land Registry Circular Memorandum to update legal practitioners and customers on our new product/services.

Land Registry News

Two electronic issues of the Land Registry News were released in June and December 2020 respectively to keep our customers updated on the Land Registry's initiatives, services and activities.

Information Leaflets

During the year, we updated the information leaflets to provide latest information on our services.

新聞稿

我們不時發放新聞稿公布本處的最新服務資訊，以及提供土地註冊及查冊的定期統計數字。

Press Releases

We issue press releases from time to time to announce the Land Registry's latest service updates and provide regular statistics on land registration and search.

年度開放數據計劃

鑒於行政長官的2017年施政報告及政府於2017年12月公布的「香港智慧城市藍圖」，本處在2018年12月首次發布年度開放數據計劃，並於2020年12月發布第三個由2021至23年度的開放數據計劃。該計劃列出將於未來三年，透過「資料一線通」網站發放供公眾人士免費使用的註冊和查冊服務相關數據集，該等數據集可為科研及創新提供有用的原料。

Annual Open Data Plan

Having regard to the Chief Executive's 2017 Policy Address and the Smart City Blueprint for Hong Kong announced in December 2017, we published our first annual open data plan in December 2018. The third annual open data plan for 2021-23 was released in December 2020. The plan sets out datasets relating to registration and search services to be released via the Public Sector Information Portal in the following three years for free public use. The datasets provide useful raw materials for technology research and innovation.



客戶服務熱線

本處的客戶服務熱線由互動話音系統支援，透過預錄訊息和職員接聽服務提供全面的資訊。當系統接駁至個別支援服務小組時，會提供輪候次序的服務。透過與效率促進辦公室轄下的1823電話中心合作，本處提供每天24小時的熱線查詢服務。

Customer Service Hotline

Our Customer Service Hotline supported by an Interactive Voice Response System offers a whole range of information through recorded messages and manned operator service. A queuing service for specific service help desks is also available. Through collaboration with the Efficiency Office's 1823 Call Centre, our hotline enquiry service is provided 24 hours a day.

土地註冊處網站

年內，共超逾1,410萬人次瀏覽本處網站，當中有68%的人次瀏覽中文網頁，32%的人次瀏覽英文網頁。

Land Registry Website

During the year, there were 14.1 million visits (68% in the Chinese language and 32% in the English language) to the Land Registry website.

獎項

Awards

2020年「公務員事務局局長嘉許狀」

我們謹此祝賀本處的高級土地註冊主任劉少雯女士獲頒發2020年「公務員事務局局長嘉許狀」，以嘉許她持續表現優秀及竭誠提供客戶服務。

The Secretary for the Civil Service's Commendation Award 2020

Congratulations to our Senior Land Registration Officer, Ms LAU Siu-man, Eva, who was awarded "The Secretary for the Civil Service's Commendation Award 2020" for her consistently outstanding performance and firm commitment towards customer service.



2020年「申訴專員嘉許獎」

我們謹此祝賀本處的一級土地註冊主任黃昊箕女士及文書主任趙陳燕儀女士獲頒發2020年「申訴專員嘉許獎—公職人員獎」，以表揚她們致力為客戶提供優質及專業的服務。

The Ombudsman's Awards 2020

Congratulations to our Land Registration Officer I, Miss WONG Ho-kei, Ceci, and Clerical Officer, Mrs CHIU CHAN Yin-yi, Jessica, who were awarded "The Ombudsman's Awards 2020 for Officers of Public Organisations" for their dedication in providing high quality customer services and their professionalism in serving customers.



「ERB人才企業嘉許計劃」

僱員再培訓局於2009年推出「ERB人才企業嘉許計劃」，表揚在人才培訓及發展工作有卓越表現的機構，並授予「人才企業」的尊稱。本處自2012年參與該計劃以來，一直獲嘉許為「人才企業」；而由2019年4月1日至2021年3月31日，本處獲授予該兩年期的「人才企業」嘉許。

ERB Manpower Developer Award

The Employees Retraining Board (ERB) launched the "ERB Manpower Developer Award Scheme" in 2009 to recognise organisations which demonstrate outstanding achievements in manpower training and development as Manpower Developers. The Land Registry has been accredited "Manpower Developer" since its participation in the Scheme in 2012. We were accredited "Manpower Developer" for two consecutive years from 1 April 2019 to 31 March 2021.



《土地註冊處營運基金2018/19年報》獎項

《土地註冊處營運基金2018/19年報》榮獲四個國際和本地獎項：

- 「2019/20年度Mercury Excellence Awards」之「年報整體表現－政府機構及辦事處」組別的榮譽獎；
- the Honors Award in the Mercury Excellence Awards 2019/20 under the category of "Annual Reports – Overall Presentation – Government Agencies & Offices";

Awards for Land Registry Trading Fund (LRTF) Annual Report 2018/19

The LRTF Annual Report 2018/19 won four international and local awards:





- 美國傳媒專業聯盟頒發的「2019 Vision Awards」之「印刷本年報－市／州／國家政府組別」的白金獎；
- the Platinum Award of the League of American Communications Professionals 2019 Vision Awards under the category of "Print-Based Annual Reports – Government – City/State/National";

- 「2020國際年報比賽大獎」之「非牟利機構（印刷年報）－政府機構及辦事處組別」的榮譽獎；以及
- the Honors Award in the International Annual Report Competition Awards 2020 under the category of "Non-Profit Organisations – Print Annual Reports – Government Agencies & Offices"; and





- 2020年香港管理專業協會「最佳年報獎」之「非牟利及慈善機構」組別的優異獎。
- the Honourable Mention in the category of "Non-profit making and charitable organisations" of the Hong Kong Management Association Best Annual Reports Awards 2020.

這些獎項肯定了我們在製作優質年報方面的努力。

These awards recognised our efforts in production of quality annual reports.

項目發展與新服務

電子註冊摘要表格

電子註冊摘要表格是土地註冊處透過其網站供用戶在網上填寫及打印註冊摘要的電子範本，以便用戶可更快捷和有效率地擬備註冊摘要。

電子註冊摘要表格備有基本版和具資料匯入功能兩個版本。兩者均內置自動填寫功能，讓用戶在填寫註冊摘要表格時，可從「綜合註冊資訊系統」以物業參考編號檢索所屬的物業資料作參考。若用戶須以同一套基本資料處理一連串交易或物業項目，具備資料匯入功能的電子註冊摘要表格可更方便將載於電腦試算表的相關資料下載並同時匯入電子表格以製備多份註冊摘要表格。

電子註冊摘要表格的使用率正穩步上升，於2020/21年度，在所有連同文書一併遞交註冊的註冊摘要中，該表格的使用率約為75%。本處會繼續留意用戶的回應，以期進一步優化服務。

電子提示服務

物業把關易

自2019年1月推出的「物業把關易」是業主的好幫手，有助他們以相宜的費用和簡易的方式掌握其物業狀況，及早發現涉及其物業但屬預期之外或可疑的文書交付本處註冊，以便他們迅速採取跟進行動及／或徵詢法律意見。

本處提供兩種訂購方式讓客戶選擇。與24個月的訂購期相比，一次過訂購方式的服務有效期會直至物業轉手為止，免卻業主要為服務申請續期，因此深受新用戶歡迎。現時逾90%的服務訂單均選用一次過訂購方式。

DEVELOPMENT PROJECTS AND NEW SERVICES

e-Memorial Form

The e-Memorial Form is an electronic template of the memorial form provided by the Land Registry on our homepage for online completion and printing to facilitate users to prepare the memorials in a more speedy and efficient way.

Two versions of the e-Memorial Form are available i.e. a basic version and one with data import function. Both versions have an auto-fill function enabling users to retrieve property particulars by Property Reference Numbers (PRNs) from the IRIS for reference when they are filling out the memorial form. For users handling a series of transactions or property projects with the same set of basic information, the version with data import function would be even more convenient as it enables the transfer of relevant information from a computer spreadsheet to multiple memorial forms simultaneously.

The usage of e-Memorial Form has been increasing steadily and has accounted for around 75% of the total number of memorials delivered with the instruments for registration in 2020/21. The Land Registry will continue to keep in view users' feedback to identify room for enhancements.

e-Alert Service

Property Alert

Since service rollout in January 2019, Property Alert is an affordable smart tool for all property owners to stay vigilant of their properties at ease. It helps property owners detect unexpected or suspicious instruments delivered for registration against their properties early to allow prompt follow-up actions and/or seek legal advice.

The Land Registry offers two subscription options. Comparing to the 24-month subscription, the one-off subscription option which remains valid until a change of property ownership is most popular among the new subscribers as it will obviate the need for property owners to renew subscription. Over 90% of the orders received have opted for one-off subscription.

該服務的訂購方法簡單方便，業主除可親臨土地註冊處各辦事處遞交服務申請外，亦可以郵寄方式遞交，這方法尤其適合長期居於海外或逗留香港境外的人士。此外，業主若不知道相關物業土地登記冊的物業參考編號，亦可在申請表格內填寫該物業的地址。

Subscription to the service is easy and convenient. Apart from submitting applications in person at the offices of the Land Registry, property owners may send in applications by post which is particularly suitable for those residing overseas or staying outside Hong Kong for extended periods of time. Besides, property owners can simply put down the address of the property concerned on the application form in case they do not know the PRN of the concerned land register.

鑒於2019冠狀病毒病的疫情，本處於年內未有安排外展宣傳活動，儘管如此，我們仍繼續透過不同的渠道宣傳該服務。

During the year, though no outreaching promotional activities/programme could be arranged due to the COVID-19 pandemic, we continued to publicise the service through various channels.

例如，我們在不同商會／工貿協會的協助下，透過電郵或協會的內部通訊／網站向其會員發送有關服務資料，並在一些大型的私人屋苑張貼海報／派發單張。

For instance, we solicited the assistance of various chambers of commerce/industrial and trade associations to disseminate the service information to their members via email or by posting service message on their newsletters/websites and displayed posters/leaflets at some large-scale private residential developments.



在郵政局、公共圖書館及私人屋苑張貼海報，提升公眾對該服務的認識。

Poster displayed at post offices, public libraries and private residential developments to raise public awareness of the service



在民政事務處的《大廈管理通訊》刊登該服務的宣傳訊息，派發予區內的居民、業主立案法團和業主委員會等。

Service information was published in District Offices' Building Management Newsletter for distribution to residents, OCs, owners' committees, etc. in the districts





此外，本處在不同政府場所及設施播放宣傳短片及張貼海報，並於香港警務處「反詐騙協調中心」的網頁提供「物業把關易」服務的超連結，以便該網頁的訪客可容易瀏覽載於本處網站的相關服務資料。

Besides, promotional video and posters were displayed at various Government venues and facilities. A service hyperlink was posted on the "Anti-Deception Coordination Centre" webpage of the Hong Kong Police Force so as to facilitate visitors to the webpage to easily access information of the Property Alert service on the Land Registry website.





在公園及新世界第一渡輪的離島線渡輪上播放短片。

Video broadcasted at public parks and on board of outlying island ferry routes of New World First Ferry

我們亦與屋宇署和機電工程署等政府部門合作，透過有關建築物管理事宜的網上講座，向潛在客戶簡介「物業把關易」服務。我們會繼續向市民廣泛宣傳該服務。

Moreover, we provided service briefings to potential customers at webinars on building management matters through collaboration with other Government departments such as the Buildings Department and the Electrical and Mechanical Services Department. We will continue the promotion efforts to widely publicise the service to the public.





在屋宇署的「樓宇安全進階證書課程」網上講座及機電工程署的網上「樓宇機電安全及能源效益講座2020」簡介該服務。

Briefing session delivered at Buildings Department's webinar on "Building Safety Advanced Certificate Course" and Electrical and Mechanical Services Department's webinar on "Property Management Seminar 2020"

為認可機構提供的電子提示服務

本處在2017年2月推出了供《銀行業條例》(第155章)下的認可機構(即持牌銀行、有限制牌照銀行及接受存款公司)訂購的電子提示服務，以助認可機構更有效管理按揭貸款的信貸風險。該等認可機構在相關業主的同意下訂購這項服務後，每當已承按的物業有再按押記／按揭文件交付本處辦理註冊時，便會收到本處發出的電子提示訊息。

為令認可機構更可靠和方便地遞交電子提示服務的申請，以及提升運作效率，本處於2019年1月14日實施第一階段電子渠道項目。自此，認可機構用戶可於電子渠道網頁www.ealert-ai.landreg.gov.hk提交網上服務訂單的申請。認可機構對此新猷表示歡迎。

第二階段的電子渠道項目於2020年7月20日成功推出，進一步優化用戶使用網上服務的體驗。認可機構可經電子渠道提交其他服務申請(例如把服務訂單由一間分行轉帳至另一分行、更改帳戶／服務訂單的資料等)及可享用更多網上新增的用戶功能(例如管理和查詢帳戶／服務訂單的資料、以電子支票付款等)，為認可機構在使用該服務時帶來更多方便和更大靈活性。年內，電子渠道的使用率穩步上升，截至2021年1月31日，大約90%的服務訂單是經由電子渠道提交。

e-Alert Service for Authorized Institutions (AIs)

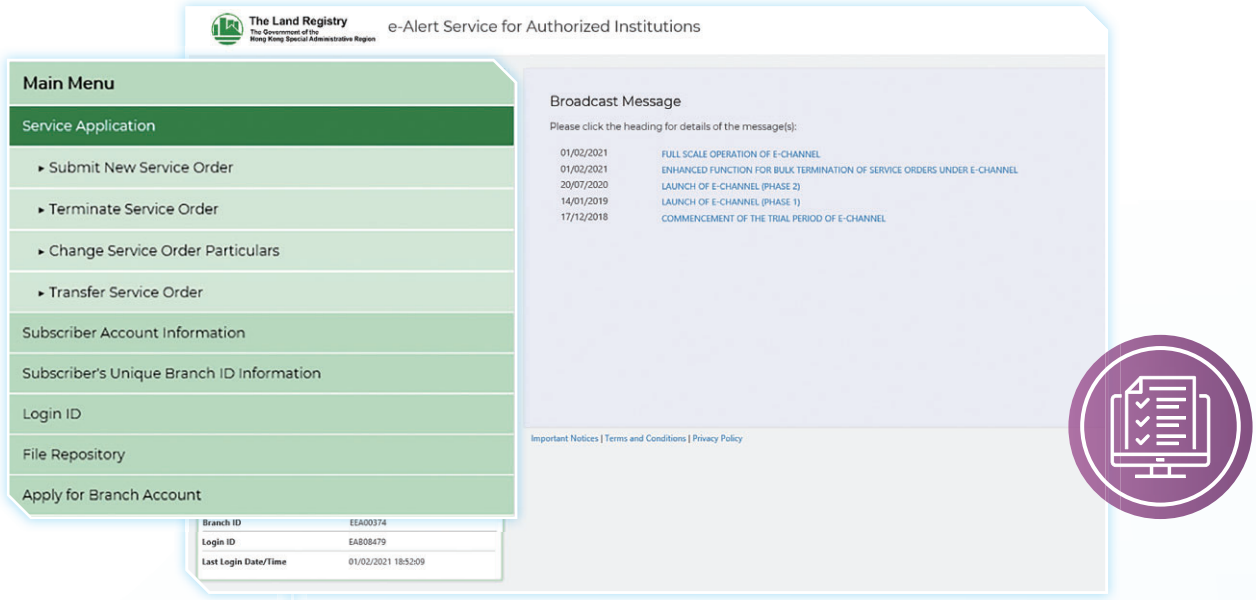
The Land Registry launched the e-Alert Service for AIs under the Banking Ordinance (Cap. 155) (i.e. licensed banks, restricted licence banks and deposit-taking companies) in February 2017 to help them better manage credit risks in mortgage lending. The AIs, with consent from the property owners concerned for subscribing to our Service, will receive electronic notifications from the Land Registry when further charge/mortgage documents in respect of the properties mortgaged to the AIs are lodged for registration with the Land Registry.

To provide greater security and convenience to the AIs for submission of service applications for the e-Alert Service as well as to increase operational efficiency, the Land Registry launched the e-Channel (Phase one) on 14 January 2019. Since then, subscriber AIs can submit their applications for subscription of service orders through the e-Channel website at www.ealert-ai.landreg.gov.hk. The initiative has been well received by the AIs.

The e-Channel (Phase two), successfully rolled out on 20 July 2020, has further enhanced user experience of the online service. AIs can further submit other service applications (e.g. transfer of service orders from one branch account to another, change of account/service order particulars, etc.) through the e-Channel. Besides, more user functions (e.g. maintenance and enquiry of account/service order information, payment by e-Cheque, etc.) are available, offering subscriber AIs greater convenience and flexibility. The usage of the e-Channel has been increasing steadily and around 90% of the subscription of service orders were submitted through the e-Channel during 2020/21 as of 31 January 2021.

為進一步提升認可機構和土地註冊處的運作效率，我們於2021年2月1日全面推行電子渠道服務，令提交和處理服務申請的程序達至全面「無紙化」。認可機構用戶經互聯網便可輕易提交其所有服務申請並得知有關申請的最新狀況。

To further enhance the operational efficiency of both the AIs and the Land Registry, full implementation of the e-Channel was launched on 1 February 2021 achieving a complete paperless application submission and handling process. Subscriber AIs can then easily submit all their service applications and get status update through the Internet.



認可機構的訂購用戶可方便地經電子渠道網站提交所有服務申請

Subscriber AIs can conveniently submit all service applications through the e-Channel website of the e-Alert Service for AIs

未來計劃

電子提示服務

本處會繼續致力向香港物業的業主宣傳「物業把關易」服務。為更方便客戶申請該服務，我們計劃於2021年中旬增設網上訂購服務申請的選項。至於為認可機構提供的電子提示服務，我們會繼續留意有關機構的意見，以進一步優化該服務。

FUTURE PLAN

e-Alert Service

We will continue the efforts in publicising and promoting the Property Alert service to owners of Hong Kong properties. To bring more convenience to applicants of the Service, it is planned to provide an additional option of online application for subscription to the Service in mid 2021. Regarding the e-Alert Service for AIs, we will continue to keep in view AIs' feedback to identify room for service enhancements.

業權註冊 TITLE REGISTRATION





近期發展

諮詢持份者「新土地先行」方案及《土地業權條例》(第585章)修訂建議

年內，本處繼續與主要持份者緊密合作，以期落實「新土地先行」方案，從而盡早在香港推行土地業權註冊制度。在2019冠狀病毒病疫情下，我們與主要持份者以傳閱討論／資料文件及來往書信進行諮詢和討論。我們亦與香港律師會來往書信，就《土地業權條例》下核實申請的規定和彌償安排進行持續討論。我們亦向《土地業權條例》督導委員會(督導委員會)的委員傳閱一份編號為督導委員會第21號文件的資料文件，讓他們知悉截至2020年12月尚未解決的重要事宜的進展。

RECENT DEVELOPMENT

Stakeholder Consultation on "New Land First" Proposal and Proposed Amendments to the Land Titles Ordinance (Cap. 585) (LTO)

During the year, we continued to work closely with key stakeholders to pursue the "new land first" proposal in order to enable early implementation of the Title Registration System (TRS) in Hong Kong. Given the COVID-19 pandemic, the consultation and discussions with the key stakeholders were mainly conducted through circulation of discussion/information papers and by correspondence. We also had on-going discussion with the Law Society of Hong Kong on the verification requirements for applications and indemnity arrangements under the LTO by correspondence. An information paper Land Titles Ordinance Steering Committee (LTOSC) Paper No. 21 was circulated to members of the LTOSC to update them on the progress of the major outstanding issues as at December 2020.



本處就《土地業權條例》下發出業權證明書進一步諮詢督導委員會的意見。經考慮有關委員的意見和參考海外國家的經驗後，本處透過督導委員會第20號文件，通知有關委員我們不反對在《土地業權條例》下採納向業主強制發出業權證明書的建議。我們亦已將此事宜通知《土地業權條例》檢討委員會(檢討委員會)的委員。

On the issuance of title certificates under the LTO, we had further consulted the LTOSC. Having considered the views of the LTOSC members and with reference to overseas experience, we had, by LTOSC Paper No. 20, informed LTOSC members that we had no objection to adopting mandatory issuance of title certificates to property owners under the LTO. Members of the Land Titles Ordinance Review Committee (LTORC) had also been updated on this matter.

本處會繼續與主要持份者就尚未解決的重要事宜進行討論，以期達成共識並落實「新土地先行」方案。

We will continue to engage key stakeholders in discussion on the main outstanding issues with a view to forging consensus on the issues for implementation of the "new land first" proposal.

督導委員會和檢討委員會的成員名單分別載於附件II (d)及(e)。

The membership lists of the LTOSC and LTORC are at Annexes II (d) and (e) respectively.

檢討《土地業權條例》及擬備《土地業權(修訂)條例草案》

業權註冊制度本質上十分複雜，涉及繁複的法律問題，並且影響深遠。我們正檢視從《土地業權條例》中找出的法律和技術性問題，並繼續為引進《土地業權(修訂)條例草案》進行立法工作。

Review of LTO and Preparation of Land Titles (Amendment) Bill (LT(A)B)

The TRS is inherently complicated as it involves complex legal issues and carries significant implications. Legal and other technical issues in the LTO that have been identified are being reviewed. Preparation of the legislative work for the introduction of the LT(A)B is in progress.



未來計劃

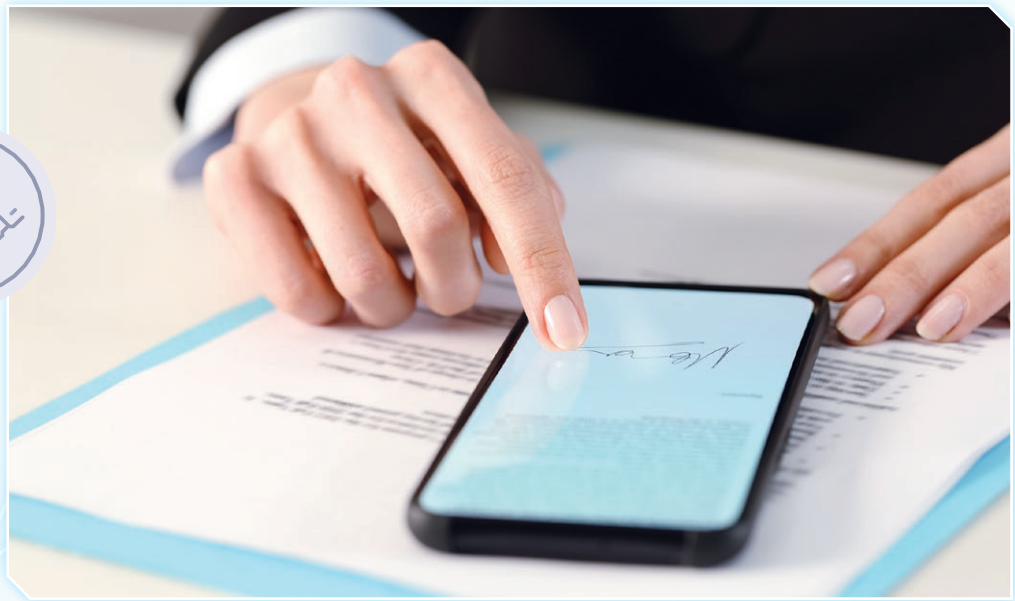
我們會繼續與主要持份者和相關政府部門磋商，以處理有關「新土地先行」方案的議題，以及敲定《土地業權條例》相關的修訂建議，使香港能早日實施土地業權註冊制度。我們亦會繼續與主要持份者緊密合作，處理就現有土地和物業轉換至業權註冊制度的機制下尚未解決的事宜。

此外，本處從2020年舉辦的第47屆「業權註冊處長會議」得悉，2019冠狀病毒病疫情導致不同海外司法管轄區的辦事處關閉、需實施社交距離措施和遙距工作，為各司法管轄區帶來挑戰並影響其運作。就此，督導委員會已通過我們就《土地業權條例》下新增以電子方式遞交註冊申請予本處的建議，此建議或可成為本處在將來遇到同類情況下仍能維持遞交註冊申請服務的務實方法。我們會參考海外土地註冊機構的經驗，探討各項技術和設計方案，就電子方式遞交註冊申請及業權註冊服務擬定相關的詳細系統要求和運作流程。

FUTURE PLAN

We will continue our engagement with key stakeholders and relevant Government departments to address any issues relating to the "new land first" proposal and finalise the proposed pertinent amendments to the LTO for early implementation of the TRS in Hong Kong. We will also continue to work closely with key stakeholders to resolve the outstanding issues regarding the mechanism of converting existing land and properties to the TRS.

Further, we note from the 47th Registrars of Title Conference 2020 that the COVID-19 pandemic has posed challenges and impacted operations of different overseas jurisdictions due to closure of offices, social distancing measures and remote working environment. Our proposal to introduce electronic lodgement (e-lodgement) as an additional channel for lodgement of applications for registration under the LTO as endorsed by the LTOSC may provide a practical means of maintaining our lodgement service in similar situations in the future. We will make reference to experience of overseas land registries and explore the technologies and designs for the development of the detailed system requirements and operational procedures for the e-lodgement and title registration services.







人力資源
HUMAN 管理
RESOURCES
MANAGEMENT

員工發展

人員編制

土地註冊處致力維持一支訓練有素及具靈活性的員工團隊。公務員是本處的核心員工，以確保部門及客戶服務質素的穩定性。我們亦按非公務員合約或退休後服務合約條款聘用合約人員，以靈活回應運作或業務不斷轉變的需求。

截至2021年3月31日，本處共僱用了513名常額人員和88名合約人員。常額人員包含不同職系的人員，包括土地註冊主任、律師、庫務會計師、系統分析／程式編制主任及一般職系人員等。合約人員則包括律師、會計師、會計助理及文員等。本處會定期檢視人員編制狀況，並因應運作需要的改變而調整合約人員的數目。

員工培訓

員工培訓是人力資源發展的重要組成部分。我們給予員工機會和鼓勵，協助他們在不同職業階段全面發揮及發展潛能。為此，我們制訂部門年度員工培訓計劃，並按照計劃舉辦各項培訓活動，旨在增加員工的工作信心、加強團隊合作、竭力優化服務，從而令員工以至整個部門的表現持續提升。

在2020/21年度，我們舉辦了超過1,210天的培訓，所提供的培訓涵蓋不同課題，並以多種形式進行。

STAFF DEVELOPMENT

Staffing

The Land Registry maintains a well-trained and highly flexible team of staff. The core group of staff are civil servants to ensure stability of the department and quality of service to customers. Contract staff under Non-civil Service Contract or Post-retirement Service Contract terms are also employed to give flexibility to the department for responding to changes in operational or business needs.

As at 31 March 2021, we had 513 permanent and 88 contract staff members. Our permanent staff comprise officers of various grades including Land Registration Officers, Solicitors, Treasury Accountants, Analysts/Programmers and general grades. Our contract staff include Solicitors, Accountant, Accounting Executive and Clerks. We regularly review our staffing position and adjust the number of contract staff in the light of changes in operational requirements.

Staff Training

Staff training is a critical component of human resource development. We provide opportunities and encouragement for staff at all stages of their career to help them realise their potential. To this end, we develop an annual departmental staff training plan and organise training programmes in accordance with the plan. The ultimate objective is to enable staff to work with confidence, strengthen teamwork, reinforce commitment to service excellence and support continuous improvement in individual and departmental performance.

In 2020/21, we arranged over 1,210 days of training in various modes on a wide spectrum of subjects.



常年培訓

本處為土地註冊處的員工舉辦不同的培訓課程，以提升其主要工作技能。

本處為新入職的土地註冊主任舉辦入職培訓課程，包括簡介會及參觀不同組別，讓他們熟習部門的運作。部門在年內繼續舉辦甚受歡迎的師友計劃，為他們提供額外資源作專門和個人化的支援。







為讓主任級人員知悉業權註冊制度的最新發展，我們分別於2020年5月及6月舉辦兩場簡介會。





Year-round Training

Various training courses were provided to enhance the core competencies of the workforce of the Land Registry.

An Induction Programme comprising briefings and visits to different divisions was implemented for the newly recruited Land Registration Officers for familiarising them with the operations of the department. A mentoring scheme, which was well received, continued through the year as an additional resource to provide our new officers with dedicated and personalised support.

To update officers on the development of title registration, two briefing sessions on its latest development were organised in May and June 2020 respectively.

為提升主任級人員對精神健康急救的概念和基本技巧的認識，本處於2020年9至11月舉辦了「精神健康急救」課程。

To enhance officers' understanding of the concepts of mental health first aid and some basic skills, a course on "Mental Health First Aid" was conducted from September to November 2020.





本處不同級別的主任級人員參加了特別為他們設計的「正向領導力」和「創意思維及問題分析」課程，以及「建立團隊及卓越領導」體驗訓練工作坊，以提升他們工作的技能及協作。

Officers at various levels attended respective tailor-made courses on "Positive Leadership", "Creative Thinking and Problem-Solving" and experiential training workshops on "Team Building and Leadership" with a view to strengthening their work competencies and collaboration at work.







本處也安排廉政公署為非主任級人員，包括新入職員工舉辦「公務人員防貪」講座，以提升他們對公職人員操守的認知。

A talk on "Corruption Prevention for Government Officers" given by the Independent Commission Against Corruption was arranged for staff of Non-Officer Grades including new recruits to enhance their knowledge and raise their awareness of integrity issues concerning public officers.



自我增值

除安排課堂培訓外，本處亦鼓勵員工透過網上學習自我增值。所有員工均獲安排不多於一天半的網上學習，於辦公時間在部門的學習資源中心選取各種感興趣的自學課程。

Self-learning

In addition to classroom training, the Land Registry encourages self-learning through e-learning programmes. All staff are allowed to undertake a maximum of one and a half days' e-learning during which they are free from their office work to pursue self-learning of various topics of interest at our Learning Resource Centre.

員工發展

本處安排一系列擴闊視野的發展課程，以便員工迎接新挑戰、加強溝通技巧，並培養制定政策及領導的能力。在2020/21年度，本處人員參加了由公務員培訓處舉辦的「領導才能基要課程」和「暫駐政策局計劃」。

Staff Development

A wide range of staff development programmes are offered to broaden staff's perspectives so that they can meet new challenges, strengthen their communication skills and develop policy formulation and leadership capacities. In 2020/21, our staff members attended the "Leadership Essentials Programme" and joined the "Secretariat Attachment Scheme" organised by the Civil Service Training and Development Institute.

鼓勵及嘉許員工

作為不斷追求卓越客戶服務的營運基金部門，我們高度重視對員工的鼓勵和嘉許。

員工建議書計劃

本處自1993年起推行員工建議書計劃，以鼓勵所有員工就不同事宜，包括提升服務質素、部門運作、節約資源及環境保護，提出建議。

在2020/21年度，本處共收到17份員工建議書。

Staff Motivation and Recognition

As a trading fund department, we place high value on staff motivation and recognition for the continual pursuit of excellence in customer services.

Staff Suggestions Scheme

Since 1993, we have introduced the Staff Suggestions Scheme to encourage all staff to make suggestions on various issues, including improvement of service quality, operation, efficient use of resources and environmental protection.

In 2020/21, we received a total of 17 staff suggestions.



長期服務獎勵計劃

本處自1999年起推行周年的「長期服務獎勵計劃」，以表揚在本處長期服務而表現優良的員工。

在2020/21年度，共有35位服務年資達25年或以上表現優良的員工獲此獎項。

最佳前線員工獎勵計劃

本處自2007年4月起推行「最佳前線員工獎勵計劃」，旨在提倡優質客戶服務文化，以及表揚傑出員工的表現和成績。

Long Service Appreciation Award Scheme

Since 1999, we have launched the annual "Long Service Appreciation Award Scheme" to give recognition to staff with long and meritorious service in the department.

In 2020/21, the award was granted to a total of 35 staff members with 25 or more years of meritorious service.

Best Frontline Staff Award Scheme

The Land Registry has launched the Best Frontline Staff Award Scheme since April 2007 with the aim of fostering a culture of good customer service and to recognise laudable staff performance and achievements.

是項獎勵計劃每半年舉辦一次，期間獲客戶嘉許次數最多的個別員工和團隊便可得獎。2020年下半年的得獎團隊為查冊服務組。獲獎的員工和團隊名單會在客戶服務中心及新界查冊中心張貼，以作表揚。

Individual staff members and teams receiving the highest number of commendations from our customers in each half-year period are awarded. Winner of the Team Award for the second half year of 2020 is the Search Services Section. To give due recognition, the names of the winning staff members and teams are posted at the Customer Centre and New Territories Search Offices.



員工關係

我們深明職管雙方有效溝通對提供優質客戶服務極為重要。我們繼續透過定期舉行的員工關係會議、部門刊物和員工福利活動等，促進各級員工之間的溝通。

Staff Relations

We recognise that effective communication between management and staff is crucial for the provision of quality service to customers. We continue to encourage communication among staff at all levels through regular staff relations meetings, departmental publications and staff welfare functions.

部門協商委員會

「部門協商委員會」共有14位來自各個員工組別和管理層的代表。委員會每季舉行一次會議，以促進員工與管理層之間的了解和合作。

Departmental Consultative Committee

The Committee comprises 14 representatives of various staff groups and representatives of the management. It meets quarterly to promote better understanding and cooperation between staff and the management.

土地註冊處員工通訊

《土地註冊處員工通訊》是由來自各個部組的編輯委員會成員定期編製的部門刊物。通訊內容涵蓋不同課題，包括專題故事、最新業務資訊、社區事務、員工消息與活動剪影、環境保護、保健貼士、資訊科技及語文知識等。這份刊物深受各員工歡迎，有助促進團隊精神和加強員工對部門的歸屬感。

Staff Magazine

The Staff Magazine is a departmental publication issued periodically under an editorial board comprising staff of various divisions. It covers a wide range of topics including featured stories, business updates, community involvement, staff news and activity snapshots, environmental protection, health tips, information technology and language knowledge, etc. It is popular among staff and helps promote team spirit and a sense of corporate identity.

土地註冊處員工康樂會

「土地註冊處員工康樂會」由本處同事以義務形式管理。該會為部門同事及其家屬舉辦了多項社會及康樂活動，包括義工服務和興趣班等。儘管面對2019冠狀病毒病疫情，為促進員工的身心健康，該會在採取合適的感染控制措施下繼續於2020/21年度舉辦有限度的活動，例如保鮮花製作班。

Staff Recreation Club

The Staff Recreation Club is run by staff on a voluntary basis. It organises various social and recreational activities for staff and their families, including volunteer social services and interest classes. To promote the physical and mental well-being of our staff, the Club continued to organise activities in 2020/21, though on a limited scale and under appropriate infection control measures during the COVID-19 pandemic, such as an interest class on making preserved flower decorations.





知識管理

本處設置了「知識管理系統」，以促進部門內部有系統的知識管理和分享。該系統包含約9,000份參考文件和案例。在2020/21年度，本處員工每天檢索約145項系統資料，以作日常工作參考。

Knowledge Management

The Land Registry maintains a Knowledge Management System to facilitate systematic management and sharing of knowledge across the department. The system contains around 9,000 reference documents and precedent cases. Around 145 searches were made by our staff daily for reference in their work in 2020/21.

未來計劃

本處在來年會繼續加強部門的學習文化，為員工提供適當的培訓課程，並安排合適的人員參加管理人員專業發展課程及公務員培訓處的培訓課程。透過參加這些培訓及發展課程，員工的能力將有所提高，可作出更好準備以面對轉變，為部門的未來發展作出貢獻。

FUTURE PLAN

The Land Registry will continue to reinforce its organisational learning culture by providing appropriate training programmes to staff and arranging suitable officers to attend executive development programmes and training programmes of the Civil Service Training and Development Institute in the coming year. Through the training and development programmes, staff capabilities will be strengthened to better prepare for changes and contribute to the future development of the department.



資訊科技管理
IT MANAGEMENT

「綜合註冊資訊系統」

「綜合註冊資訊系統」網上服務一直運作暢順。

「綜合註冊資訊系統」服務提升

在2020/21年度，本處為「綜合註冊資訊系統」作出下列多項重大提升：

- 在「綜合註冊資訊系統」網上服務流動版，新增Apple Pay和Google Pay流動支付方式為付款方法；

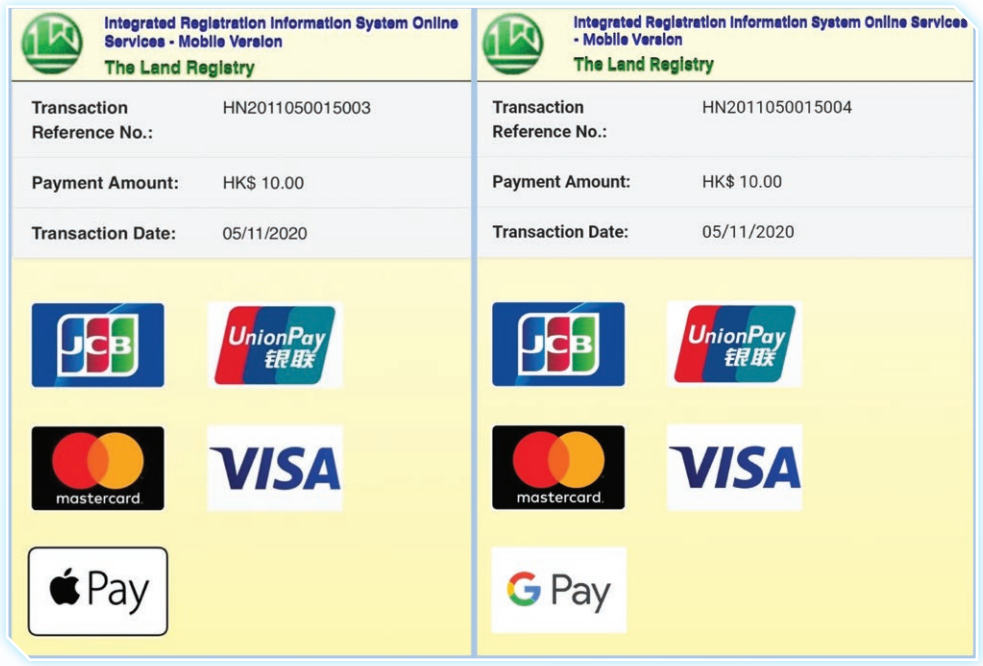
INTEGRATED REGISTRATION INFORMATION SYSTEM (IRIS)

The IRIS Online Services have been operating smoothly.

Enhancements to IRIS

The Land Registry implemented the following major enhancements to the IRIS in 2020/21:

- accepting mobile payments, i.e. Apple Pay and Google Pay as additional payment methods for the mobile version of IRIS Online Services;

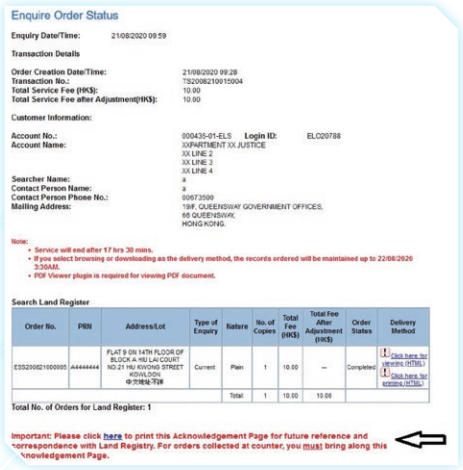


- 提升以「電郵」、「瀏覽」或「下載」方式收取已訂購土地紀錄的檔案容量上限；

- increasing the file size limit for land record orders delivered by "Email", "View by Browser" and "By Download";

收取方式	Delivery Method	土地紀錄訂單 檔案容量上限 Orders of Land Record File Size Limit
電郵	Email	4MB → 6MB
瀏覽	View by Browser	20MB → 30MB
下載	By Download	20MB → 30MB

- 在「查閱訂單狀況」頁面新增「重印認收書」功能，以方便用戶重印認收書；以及
- providing a new feature "Reprint Acknowledgement Page" on the "Enquire Order Status" page for customers to reprint the Acknowledgement Page; and


Enquire Order Status

Enquiry Date/Time: 21/08/2020 09:59

Transaction Details

Order Creation Date/Time: 21/08/2020 09:28
Transaction No.: TS20082109015004
Total Service Fee (HK$): 10.00
Total Service Fee after Adjustment(HK$): 10.00

Customer Information:

Account No.: 000435-01-ELS Login ID: ELC20788
Account Name: XX/PARTMENT XX JUSTICE
XX LINE 2
XX LINE 3
XX LINE 4
Searcher Name: a
Contact Person Name: a
Contact Person Phone No.: 00673599
Mailing Address: 19/F, QUEENSWAY GOVERNMENT OFFICES,
66 QUEENSWAY,
HONG KONG.

Note:
- Service will end after 17 hrs 30 mins.
- If you select browsing or downloading as the delivery method, the records ordered will be maintained up to 22/08/2020 3:30AM.
- PDF Viewer plugin is required for viewing PDF document.

Search Land Register

Order No.	PRN	Address/Lot	Type of Enquiry	Nature	No. of Copies	Total Fee (HK$)	Total Fee After Adjustment (HK$)	Order Status	Delivery Method
ES520082100000S	A4444444	FLAT 9 ON 14TH FLOOR OF BLOCK A HU LAI COURT NO.21 HU KWONG STREET KOWLOON	Current	Plain	1	10.00	--	Completed	Click here for viewing (HTML) Click here for printing (HTML)
				Total:	1	10.00	10.00		

Total No. of Orders for Land Register: 1

Important: Please click here to print this Acknowledgement Page for future reference and correspondence with Land Registry. For orders collected at counter, you must bring along this Acknowledgement Page.

- 提升及更新「土地查冊系統」的技術基礎設施，以增強該系統的容量、可擴展性和安全性，進一步優化網上的土地查冊服務。
- upgrading and revamping the technical infrastructure of the Land Search System. The enhanced capacity, scalability and security of the system can further improve the online land search services.

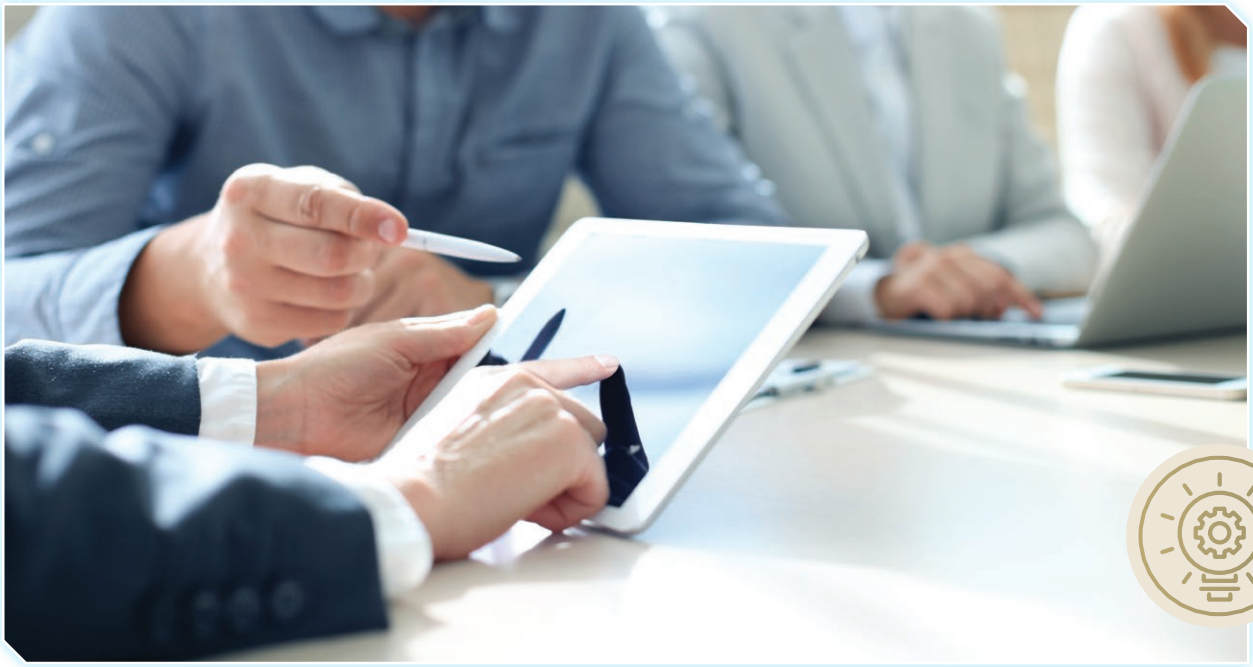
資訊科技保安

本處依據政府對資訊科技保安的要求，以及參考資訊科技保安業界的最佳做法，推行各種改進措施。我們會定期傳閱部門的資訊科技保安政策及指引，讓員工加深認識及注意資訊保安及保障個人資料的重要性。為加強端點保安及阻截未經許可的裝置連接本部門的網絡，我們已於2020年4月實施網絡存取控制方案。

IT SECURITY

The Land Registry implements improvement measures with reference to the Government's IT security requirements and best practices in the IT security field. Departmental policy and guidelines on IT security are circulated regularly to staff to reinforce their understanding and awareness of the importance of information security and personal data protection. A network access control solution was implemented in April 2020 to strengthen the endpoint security and bar unauthorised devices from connecting to the departmental network.





未來計劃

我們會繼續研究如何進一步提升部門的電子服務，以切合客戶的需求，包括：

- 為「綜合註冊資訊系統」網上服務增設政府「智方便」流動應用程式作為新的登入方法，方便登記用戶認證和登入「綜合註冊資訊系統」網上服務；
- 為客戶提供新的網上預約服務，以預約查閱存放在土地註冊處的圖則和批地文件正本；
- 讓客戶修改訂單的個別訂購選項；
- 為經由「綜合註冊資訊系統」網上服務訂購土地紀錄並選擇在任何土地註冊處查冊中心櫃位領取的客戶提供電子收據；以及
- 用以客為本的方式翻新土地註冊處網站。

FUTURE PLAN

We will continue to explore ways to further enhance our e-services to meet customers' needs, including:

- to add a new login method using the Government "iAM Smart" Mobile App for subscribers to authenticate and login the IRIS Online Services;
- to introduce a new Online Booking Service for customers to make appointments for inspection of plans deposited in the Land Registry and original land grant documents;
- to allow customers to edit individual order details in the order list;
- to provide an e-Receipt to customers who order land records via the IRIS Online Services and opt for "Counter Collection" at any of the Land Registry search offices; and
- to revamp the Land Registry website to make it more client-centric.

財政管理
FINANCIAL MANAGEMENT



財政目標

土地註冊處根據《營運基金條例》(第430章)的條文，奉行下列明確的財政目標：

- 使以跨年方式計算的營運基金收入足以支付為市民及政府部門提供服務的開支；以及
- 取得合理的回報，回報率是由財政司司長根據固定資產而釐訂。

FINANCIAL OBJECTIVES

In accordance with the Trading Funds Ordinance (Cap. 430), the Land Registry pursues clearly defined financial objectives as follows:

- meeting expenses incurred in the provision of services to the public and Government departments out of the income of the trading fund, taking one year with another; and
- achieving a reasonable return, as determined by the Financial Secretary, on the fixed assets employed.

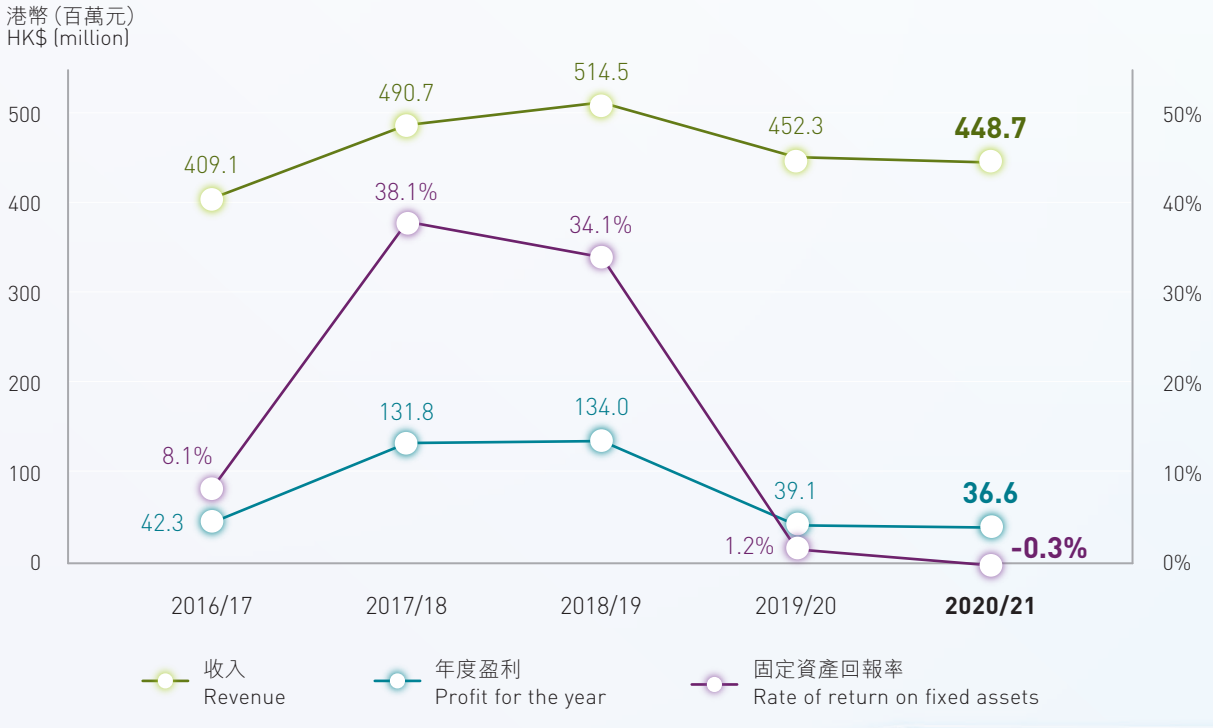
實際表現

與2019/20年度比較，本年度的收入減少了370萬元(下跌0.8%)至4.487億元，主要原因是辦理文件註冊、業主立案法團服務及向政府部門提供服務的業務有所減少。運作成本有所控制固只增加了60萬元(上升0.1%)至4.498億元，主要原因是員工費用有所增加。

ACTUAL PERFORMANCE

When compared with 2019/20, revenue decreased by $3.7 million (down 0.8%) to $448.7 million mainly due to a decrease in business volume of registration of documents, owners' corporation services and services provided to Government departments. Operating costs were contained and only increased by $0.6 million (up 0.1%) to $449.8 million mainly due to increase in staff costs.

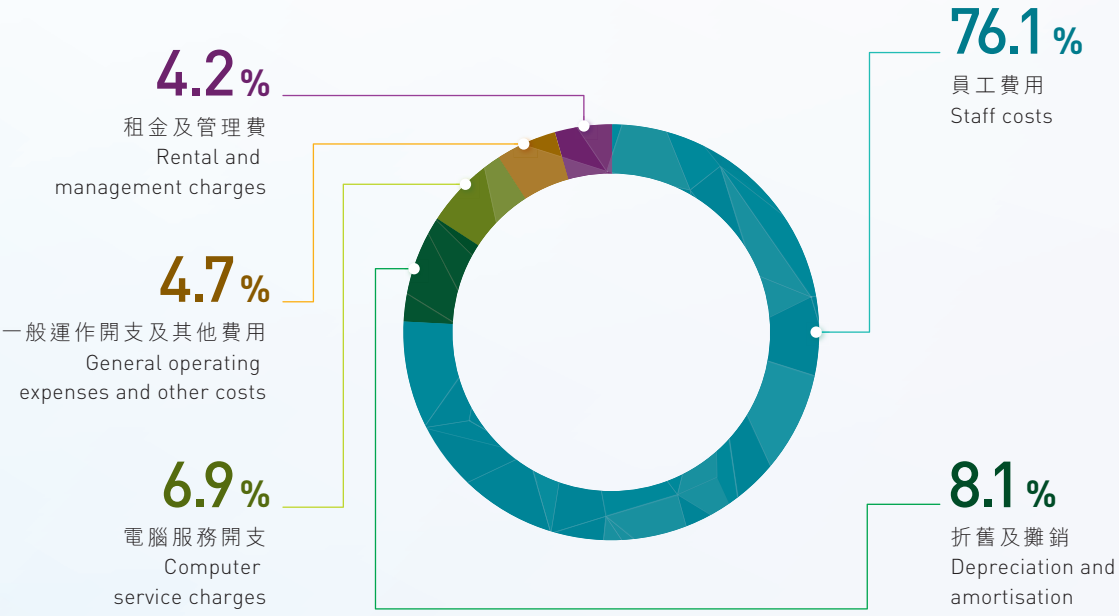
財政表現
FINANCIAL PERFORMANCE



2020/21 年度收入分析
ANALYSIS OF REVENUE 2020/21



2020/21 年度運作成本分析
ANALYSIS OF OPERATING COSTS 2020/21



展望

本處的收入和固定資產回報率主要取決於註冊、查冊、提供副本及業權報告服務的數量，而有關數量會受到物業市場和其他相關因素影響。我們會繼續嚴謹控制成本。

FORECAST

The Land Registry's revenue and return on fixed assets depend mainly on the business volume in the registration, search, copying and reports on title services which is subject to performance of the property market and other relevant factors. We will continue to exercise strict control on costs.



審計署署長報告
REPORT OF THE DIRECTOR OF AUDIT

香港特別行政區政府
審 計 署

Audit Commission
The Government of the Hong Kong Special Administrative Region

獨立審計師報告

致立法會

意見

茲證明我已審核及審計列載於第87至119頁土地註冊處營運基金的財務報表，該等財務報表包括於2021年3月31日的財務狀況表與截至該日止年度的全面收益表、權益變動表和現金流量表，以及財務報表的附註，包括主要會計政策概要。

我認為，該等財務報表已按照香港會計師公會頒布的《香港財務報告準則》真實而中肯地反映土地註冊處營運基金於2021年3月31日的狀況及截至該日止年度的運作成果及現金流量，並已按照《營運基金條例》(第430章)第7(4)條所規定的方式妥為擬備。

意見的基礎

我已按照《營運基金條例》第7(5)條及審計署的審計準則進行審計。我根據該等準則而須承擔的責任，詳載於本報告「*審計師就財務報表審計而須承擔的責任*」部分。根據該等準則，我獨立於土地註冊處營運基金，並已按該等準則履行其他道德責任。我相信，我所獲得的審計憑證是充足和適當地為我的審計意見提供基礎。

Independent Auditor's Report

To the Legislative Council

Opinion

I certify that I have examined and audited the financial statements of the Land Registry Trading Fund set out on pages 87 to 119, which comprise the statement of financial position as at 31 March 2021, and the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In my opinion, the financial statements give a true and fair view of the state of affairs of the Land Registry Trading Fund as at 31 March 2021, and of its results of operations and cash flows for the year then ended in accordance with Hong Kong Financial Reporting Standards ("HKFRSs") issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA") and have been properly prepared in accordance with the manner provided in section 7(4) of the Trading Funds Ordinance (Cap. 430).

Basis for opinion

I conducted my audit in accordance with section 7(5) of the Trading Funds Ordinance and the Audit Commission auditing standards. My responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of my report. I am independent of the Land Registry Trading Fund in accordance with those standards, and I have fulfilled my other ethical responsibilities in accordance with those standards. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

其他資料

土地註冊處營運基金總經理須對其他資料負責。其他資料包括土地註冊處營運基金2020-21年年報內的所有資料，但不包括財務報表及我的審計師報告。

我對財務報表的意見並不涵蓋其他資料，我亦不對其他資料發表任何形式的鑒證結論。

就財務報表審計而言，我有責任閱讀其他資料，從而考慮其他資料是否與財務報表或我在審計過程中得悉的情況有重大矛盾，或者似乎存有重大錯誤陳述。基於我已執行的工作，如果我認為其他資料存有重大錯誤陳述，我需要報告該事實。在這方面，我沒有任何報告。

Other information

The General Manager, Land Registry Trading Fund is responsible for the other information. The other information comprises all the information included in the Land Registry Trading Fund's 2020-21 Annual Report, other than the financial statements and my auditor's report thereon.

My opinion on the financial statements does not cover the other information and I do not express any form of assurance conclusion thereon.

In connection with my audit of the financial statements, my responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or my knowledge obtained in the audit or otherwise appears to be materially misstated. If, based on the work I have performed, I conclude that there is a material misstatement of this other information, I am required to report that fact. I have nothing to report in this regard.

土地註冊處營運基金總經理就財務報表而須承擔的責任

土地註冊處營運基金總經理須負責按照香港會計師公會頒布的《香港財務報告準則》及《營運基金條例》第7(4)條擬備真實而中肯的財務報表，及落實其認為必要的內部控制，使財務報表不存有因欺詐或錯誤而導致的重大錯誤陳述。

在擬備財務報表時，土地註冊處營運基金總經理須負責評估土地註冊處營運基金持續經營的能力，以及在適用情況下披露與持續經營有關的事項，並以持續經營作為會計基礎。

Responsibilities of the General Manager, Land Registry Trading Fund for the financial statements

The General Manager, Land Registry Trading Fund is responsible for the preparation of financial statements that give a true and fair view in accordance with HKFRSs issued by the HKICPA and section 7(4) of the Trading Funds Ordinance, and for such internal control as the General Manager, Land Registry Trading Fund determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the General Manager, Land Registry Trading Fund is responsible for assessing the Land Registry Trading Fund's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting.

審計師就財務報表審計而須承擔的責任

我的目標是就整體財務報表是否不存有任何因欺詐或錯誤而導致的重大錯誤陳述取得合理保證，並發出包括我意見的審計師報告。合理保證是高水平的保證，但不能確保按審計署審計準則進行的審計定能發現所存有的任何重大錯誤陳述。錯誤陳述可以由欺詐或錯誤引起，如果合理預期它們個別或滙總起來可能影響財務報表使用者所作出的經濟決定，則會被視作重大錯誤陳述。

在根據審計署審計準則進行審計的過程中，我會運用專業判斷並秉持專業懷疑態度。我亦會：

— 識別和評估因欺詐或錯誤而導致財務報表存有重大錯誤陳述的風險；設計及執行審計程序以應對這些風險；以及取得充足和適當的審計憑證，作為我意見的基礎。由於欺詐可能涉及串謀、偽造、蓄意遺漏、虛假陳述，或凌駕內部控制的情況，因此未能發現因欺詐而導致重大錯誤陳述的風險，較未能發現因錯誤而導致者為高；

— 了解與審計相關的內部控制，以設計適當的審計程序。然而，此舉並非旨在對土地註冊處營運基金內部控制的有效性發表意見；

Auditor's responsibilities for the audit of the financial statements

My objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Audit Commission auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with the Audit Commission auditing standards, I exercise professional judgment and maintain professional skepticism throughout the audit. I also:

— identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control;

— obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Land Registry Trading Fund's internal control;

— 評價土地註冊處營運基金總經理所採用的會計政策是否恰當，以及其作出的會計估計和相關資料披露是否合理；

— 判定土地註冊處營運基金總經理以持續經營作為會計基礎的做法是否恰當，並根據所得的審計憑證，判定是否存在與事件或情況有關，而且可能對土地註冊處營運基金持續經營的能力構成重大疑慮的重大不確定性。如果我認為存在重大不確定性，則有必要在審計師報告中請使用者留意財務報表中的相關資料披露。假若所披露的相關資料不足，我便須發出非無保留意見的審計師報告。我的結論是基於截至審計師報告日止所取得的審計憑證。然而，未來事件或情況可能導致土地註冊處營運基金不能繼續持續經營；及

— 評價財務報表的整體列報方式、結構和內容，包括披露資料，以及財務報表是否中肯反映交易和事項。

— evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the General Manager, Land Registry Trading Fund;

— conclude on the appropriateness of the General Manager, Land Registry Trading Fund's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Land Registry Trading Fund's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Land Registry Trading Fund to cease to continue as a going concern; and

— evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

審計署署長
（審計署助理署長陳瑞蘭代行）

審計署
香港灣仔
告士打道7號
入境事務大樓26樓
2021年9月21日

Ms Hildy Chan
Assistant Director of Audit
for Director of Audit

Audit Commission
26th Floor, Immigration Tower
7 Gloucester Road
Wanchai, Hong Kong
21 September 2021





財務報表
CERTIFIED FINANCIAL STATEMENTS

全面收益表
STATEMENT OF COMPREHENSIVE INCOME

截至二零二一年三月三十一日止年度
(以港幣千元位列示)

for the year ended 31 March 2021
(Expressed in thousands of Hong Kong dollars)

		附註 Note	2021	2020
來自客戶合約之收入	**Revenue from contracts with customers**	4	**448,678**	452,329
運作成本	Operating costs	5	**(449,849)**	(449,299)
運作(虧損)／盈利	**(Loss)/Profit from operations**		**(1,171)**	3,030
其他收入	Other income	6	**37,785**	36,105
年度盈利	**Profit for the year**		**36,614**	39,135
其他全面收益	Other comprehensive income		**–**	–
年度總全面收益	**Total comprehensive income for the year**		**36,614**	39,135
固定資產回報率	**Rate of return on fixed assets**	7	**-0.3%**	1.2%

第92至119頁的附註為本財務報表的一部分。
The notes on pages 92 to 119 form part of these financial statements.

財務狀況表
STATEMENT OF FINANCIAL POSITION

於二零二一年三月三十一日 as at 31 March 2021
(以港幣千元位列示) (Expressed in thousands of Hong Kong dollars)

		附註 Note	2021	2020
非流動資產	**Non-current assets**			
物業、設備及器材	Property, plant and equipment	8	**291,849**	283,726
使用權資產	Right-of-use assets	9(a)	**25,322**	32,371
無形資產	Intangible assets	10	**60,415**	32,688
外匯基金存款	Placement with the Exchange Fund	11	**821,662**	695,826
			1,199,248	1,044,611
流動資產	**Current assets**			
應收帳款及其他應收款項	Trade and other receivables	12, 13(a)	**28,812**	26,137
應收關連人士帳款	Amounts due from related parties	13(a)	**14,186**	6,701
銀行存款	Bank deposits		**343,000**	492,000
現金及銀行結餘	Cash and bank balances		**10,684**	17,996
			396,682	542,834
流動負債	**Current liabilities**			
遞延收入	Deferred revenue	13(b)	**12,666**	9,620
客戶按金	Customers' deposits	14	**46,245**	45,287
應付帳款及其他應付款項	Trade and other payables		**9,701**	22,084
應付關連人士帳款	Amounts due to related parties		**9,055**	4,700
租賃負債	Lease liabilities	9(b)	**3,638**	6,603
僱員福利撥備	Provision for employee benefits	15	**19,549**	11,809
			100,854	100,103
流動資產淨額	**Net current assets**		**295,828**	442,731
總資產減去流動負債	**Total assets less current liabilities**		**1,495,076**	1,487,342
非流動負債	**Non-current liabilities**			
遞延收入	Deferred revenue	13(b)	**8,560**	6,565
租賃負債	Lease liabilities	9(b)	**22,139**	26,142
僱員福利撥備	Provision for employee benefits	15	**68,595**	77,726
			99,294	110,433
資產淨額	**NET ASSETS**		**1,395,782**	1,376,909
資本及儲備	**CAPITAL AND RESERVES**			
營運基金資本	Trading fund capital	16	**118,300**	118,300
保留盈利	Retained earnings	17	**1,277,482**	1,258,609
			1,395,782	1,376,909

譚惠儀女士，JP
土地註冊處營運基金總經理
二零二一年九月二十一日

Ms Joyce TAM, JP
General Manager, Land Registry Trading Fund
21 September 2021

第92至119頁的附註為本財務報表的一部分。
The notes on pages 92 to 119 form part of these financial statements.

權益變動表
STATEMENT OF CHANGES IN EQUITY

截至二零二一年三月三十一日止年度
(以港幣千元位列示)

for the year ended 31 March 2021
(Expressed in thousands of Hong Kong dollars)

		附註 Note	2021	2020
在年初的結餘	**Balance at beginning of year**		**1,376,909**	1,389,676
年度總全面收益	Total comprehensive income for the year		**36,614**	39,135
政府法定回報	Statutory return to the Government	17	**(17,741)**	(51,902)
在年終的結餘	**Balance at end of year**		**1,395,782**	1,376,909

第92至119頁的附註為本財務報表的一部分。
The notes on pages 92 to 119 form part of these financial statements.

現金流量表
STATEMENT OF CASH FLOWS

截至二零二一年三月三十一日止年度
(以港幣千元位列示)

for the year ended 31 March 2021
(Expressed in thousands of Hong Kong dollars)

		2021	2020
營運活動的現金流量	**Cash flows from operating activities**		
運作(虧損)／盈利	(Loss)/Profit from operations	**(1,171)**	3,030
折舊及攤銷	Depreciation and amortisation	**36,626**	28,651
租賃負債的利息支出	Interest expense on lease liabilities	**454**	572
處置物業、設備及器材虧損	Loss on disposal of property, plant and equipment	**19**	–
應收款項及應收關連人士帳款的(增加)／減少	(Increase)/Decrease in receivables and amounts due from related parties	**(11,223)**	4,398
遞延收入的增加	Increase in deferred revenue	**5,041**	2,919
客戶按金的增加	Increase in customers' deposits	**958**	938
應付款項及應付關連人士帳款的(減少)／增加	(Decrease)/Increase in payables and amounts due to related parties	**(153)**	2,301
僱員福利撥備的(減少)／增加	(Decrease)/Increase in provision for employee benefits	**(1,391)**	2,235
來自營運活動的現金淨額	**Net cash from operating activities**	**29,160**	45,044

第92至119頁的附註為本財務報表的一部分。
The notes on pages 92 to 119 form part of these financial statements.

		附註 Note	2021	2020
投資活動的現金流量	**Cash flows from investing activities**			
原有期限為3個月以上的銀行存款的減少	Decrease in bank deposits with original maturities over three months		**149,000**	45,000
購買物業、設備及器材和無形資產	Purchase of property, plant and equipment, and intangible assets		**(73,324)**	(50,613)
出售物業、設備及器材所得	Proceeds from disposal of property, plant and equipment		**3**	46
外匯基金存款的增加	Increase in placement with the Exchange Fund		**(125,836)**	(19,610)
已收利息	Interest received		**38,848**	34,098
(用於)／來自投資活動的現金淨額	**Net cash (used in)/from investing activities**		**(11,309)**	8,921
融資活動的現金流量	**Cash flows from financing activities**			
已付政府法定回報	Statutory return paid to the Government		**(17,741)**	(51,902)
租賃款項	Lease payments	9(b)	**(7,422)**	(8,436)
用於融資活動的現金淨額	**Net cash used in financing activities**		**(25,163)**	(60,338)
現金及等同現金的減少淨額	**Net decrease in cash and cash equivalents**		**(7,312)**	(6,373)
在年初的現金及等同現金	**Cash and cash equivalents at beginning of year**		**17,996**	24,369
在年終的現金及等同現金	**Cash and cash equivalents at end of year**	18	**10,684**	17,996

第92至119頁的附註為本財務報表的一部分。
The notes on pages 92 to 119 form part of these financial statements.

財務報表附註
NOTES TO THE FINANCIAL STATEMENTS

(除另有註明外，所有金額均以港幣千元位列示)

(Amounts expressed in thousands of Hong Kong dollars, unless otherwise stated)

1. 總論 GENERAL

立法會在一九九三年六月三十日根據《營運基金條例》(第430章)第3、4及6條通過決議案，在一九九三年八月一日設立土地註冊處營運基金(「基金」)。土地註冊處備存載列最新資料的土地登記冊以執行土地註冊制度，並向客戶提供查閱土地登記冊和有關土地紀錄的服務和設施。此外，土地註冊處亦按照《建築物管理條例》(第344章)負責辦理業主成立法團的申請及提供相關服務。

The Land Registry Trading Fund ("the Fund") was established on 1 August 1993 under the Legislative Council Resolution passed on 30 June 1993 pursuant to sections 3, 4 and 6 of the Trading Funds Ordinance (Cap. 430). The Land Registry administers a land registration system by maintaining an up-to-date Land Register and provides its customers with services and facilities for searches of the Land Register and related land records. The Land Registry also processes applications for the incorporation of owners and provides related services under the Building Management Ordinance (Cap. 344).

2. 主要會計政策 SIGNIFICANT ACCOUNTING POLICIES

2.1 符合準則聲明 Statement of compliance

本財務報表是按照香港公認的會計原則及香港財務報告準則(此詞是統稱，當中包括香港會計師公會頒布的所有適用的個別香港財務報告準則、香港會計準則及詮釋)編製。基金採納的主要會計政策摘要如下。

These financial statements have been prepared in accordance with accounting principles generally accepted in Hong Kong and Hong Kong Financial Reporting Standards ("HKFRSs"), a collective term which includes all applicable individual HKFRSs, Hong Kong Accounting Standards and Interpretations issued by the Hong Kong Institute of Certified Public Accountants ("HKICPA"). A summary of the significant accounting policies adopted by the Fund is set out below.

香港會計師公會頒布了若干新增或經修訂的香港財務報告準則並於基金的本會計期首次生效或可供提前採納。基金因首度採納其中適用的準則而引致本會計期及前會計期的會計政策改變(如有)已反映在本財務報表，有關資料載於附註3。

The HKICPA has issued certain new or revised HKFRSs that are first effective or available for early adoption for the current accounting period of the Fund. Note 3 provides information on the changes, if any, in accounting policies resulting from initial application of these developments to the extent that they are relevant to the Fund for the current and prior accounting periods reflected in these financial statements.

2.2 編製財務報表的基準 Basis of preparation of the financial statements

本財務報表的編製基準均以原值成本法計量。

The measurement basis used in the preparation of these financial statements is historical cost.

2. 主要會計政策(續) SIGNIFICANT ACCOUNTING POLICIES (continued)

2.2 編製財務報表的基準(續) Basis of preparation of the financial statements (continued)

編製符合香港財務報告準則的財務報表需要管理層作出判斷、估計及假設。該等判斷、估計及假設會影響會計政策的實施，以及資產與負債和收入與支出的呈報款額。該等估計及相關的假設，均按以往經驗及其他在有關情況下被認為合適的因素而制訂。倘若沒有其他現成數據可供參考，則會採用該等估計及假設作為判斷有關資產及負債的帳面值的基準。估計結果或會與實際價值有所不同。

The preparation of financial statements in conformity with HKFRSs requires management to make judgements, estimates and assumptions that affect the application of policies and reported amounts of assets and liabilities, income and expenses. The estimates and associated assumptions are based on historical experience and various other factors that are believed to be reasonable under the circumstances, the results of which form the basis of making judgements about carrying values of assets and liabilities that are not readily apparent from other sources. Actual results may differ from these estimates.

該等估計及其所依據的假設會作持續檢討。如修訂會計估計只影響修訂期，有關修訂會在該修訂期內確認；如修訂影響本會計期及未來的會計期，則會在修訂期及未來的會計期內確認。

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

基金在實施會計政策方面並不涉及任何關鍵的會計判斷。無論對未來作出的假設，或在報告日估計過程中所存在的不明朗因素，皆不足以構成重大風險，導致資產和負債的帳面金額在來年大幅修訂。

There are no critical accounting judgements involved in the application of the Fund's accounting policies. There are also no key assumptions concerning the future, or other key sources of estimation uncertainty at the reporting date, that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities in the next year.

2.3 金融資產及金融負債 Financial assets and financial liabilities

(a) 初始確認及計量 Initial recognition and measurement

基金的金融資產包括外匯基金存款、應收帳款及其他應收款項、應收關連人士帳款、銀行存款，以及現金及銀行結餘。

The Fund's financial assets comprise placement with the Exchange Fund, trade and other receivables, amounts due from related parties, bank deposits, and cash and bank balances.

2. 主要會計政策(續) SIGNIFICANT ACCOUNTING POLICIES (continued)

2.3 金融資產及金融負債(續) Financial assets and financial liabilities (continued)

(a) 初始確認及計量(續) Initial recognition and measurement (continued)

基金的金融負債包括客戶按金、應付帳款及其他應付款項、應付關連人士帳款、租賃負債，以及僱員福利撥備。

The Fund's financial liabilities comprise customers' deposits, trade and other payables, amounts due to related parties, lease liabilities and provision for employee benefits.

基金在成為有關金融工具的合約其中一方之日確認有關金融資產及金融負債。於初始確認時，金融資產及金融負債按公平值計量，再加上或減去因收購該等金融資產或發行該等金融負債而直接引致的交易成本。

The Fund recognises financial assets and financial liabilities on the date it becomes a party to the contractual provisions of the instrument. At initial recognition, financial assets and financial liabilities are measured at fair value plus or minus transaction costs that are directly attributable to the acquisition of the financial assets or the issue of the financial liabilities.

(b) 分類及其後計量 Classification and subsequent measurement

基金將其所有金融資產分類為其後以實際利率法按攤銷成本值計量，因為有關金融資產以收取合約現金流為目的的業務模式而持有，且合約現金流僅為所支付的本金及利息。金融資產的虧損準備根據附註2.3(d)所述的預期信用虧損模型計量。

The Fund classifies all financial assets as subsequently measured at amortised cost using the effective interest method, on the basis that they are held within a business model whose objective is to hold them for collection of contractual cash flows and the contractual cash flows represent solely payments of principal and interest. The measurement of loss allowances for financial assets is based on the expected credit loss model as described in note 2.3(d).

2. 主要會計政策(續) SIGNIFICANT ACCOUNTING POLICIES (continued)

2.3 金融資產及金融負債(續) Financial assets and financial liabilities (continued)

(b) 分類及其後計量(續) Classification and subsequent measurement (continued)

實際利率法是計算金融資產或金融負債的攤銷成本值，以及攤分及確認有關期間的利息收入或支出的方法。實際利率是指可將該金融資產或金融負債在有效期間內的預計現金收支，折現成該金融資產的帳面總值或該金融負債的攤銷成本值所適用的貼現率。基金在計算實際利率時，會考慮該金融工具的所有合約條款以估計現金流量，但不會計及預期信用虧損。有關計算包括與實際利率相關的所有收取自或支付予合約各方的費用、交易成本及所有其他溢價或折讓。

The effective interest method is a method of calculating the amortised cost of a financial asset or a financial liability and of allocating and recognising the interest income or interest expense over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash receipts or payments through the expected life of the financial asset or financial liability to the gross carrying amount of the financial asset or to the amortised cost of the financial liability. When calculating the effective interest rate, the Fund estimates the expected cash flows by considering all contractual terms of the financial instrument but does not consider the expected credit losses. The calculation includes all fees received or paid between parties to the contract that are an integral part of the effective interest rate, transaction costs and all other premiums or discounts.

基金將其所有金融負債分類為其後以實際利率法按攤銷成本值計量。

The Fund classifies all financial liabilities as subsequently measured at amortised cost using the effective interest method.

基金僅在管理某金融資產的業務模式出現變動時，才將有關資產重新分類。金融負債不作重新分類。

The Fund reclassifies a financial asset when and only when it changes its business model for managing the asset. A financial liability is not reclassified.

(c) 註銷確認 Derecognition

當從金融資產收取現金流量的合約權利屆滿時，或該金融資產連同擁有權的絕大部分風險及回報已轉讓時，該金融資產會被註銷確認。

A financial asset is derecognised when the contractual rights to receive the cash flows from the financial asset expire, or where the financial asset together with substantially all the risks and rewards of ownership have been transferred.

2. 主要會計政策(續) SIGNIFICANT ACCOUNTING POLICIES (continued)

2.3 金融資產及金融負債(續) Financial assets and financial liabilities (continued)

(c) 註銷確認(續) Derecognition (continued)

當合約指明的債務被解除或取消，或到期時，該金融負債會被註銷確認。

A financial liability is derecognised when the obligation specified in the contract is discharged or cancelled, or when it expires.

(d) 金融資產減值 Impairment of financial assets

基金就按攤銷成本值計量的金融資產(應收帳款除外)採用由3個階段組成的方法計量預期信用虧損及確認相應的虧損準備及減值虧損或回撥，預期信用虧損的計量基礎取決於自初始確認以來的信用風險變化：

The Fund applies a three-stage approach to measure expected credit losses on financial assets (other than trade receivables) measured at amortised cost and to recognise the corresponding loss allowances and impairment losses or reversals, with the change in credit risk since initial recognition determining the measurement bases for expected credit losses:

第1階段：12個月預期信用虧損

Stage 1: 12-month expected credit losses

若自初始確認以來，金融工具的信用風險並無大幅增加，全期預期信用虧損中反映在報告日後12個月內可能發生的違約事件引致的預期信用虧損的部分予以確認。

For financial instruments for which there has not been a significant increase in credit risk since initial recognition, the portion of the lifetime expected credit losses that represent the expected credit losses that result from default events that are possible within the 12 months after the reporting date are recognised.

第2階段：全期預期信用虧損－非信用減值

Stage 2: Lifetime expected credit losses－not credit impaired

若自初始確認以來，金融工具的信用風險大幅增加，但並非信用減值，全期預期信用虧損(反映在金融工具的預期有效期內所有可能出現的違約事件引致的預期信用虧損)予以確認。

For financial instruments for which there has been a significant increase in credit risk since initial recognition but that are not credit impaired, lifetime expected credit losses representing the expected credit losses that result from all possible default events over the expected life of the financial instruments are recognised.

2. 主要會計政策(續) SIGNIFICANT ACCOUNTING POLICIES (continued)

2.3 金融資產及金融負債(續) Financial assets and financial liabilities (continued)

(d) 金融資產減值(續) Impairment of financial assets (continued)

第3階段：全期預期信用虧損－信用減值

Stage 3: Lifetime expected credit losses－credit impaired

若金融工具已視作信用減值，會確認全期預期信用虧損，利息收入則應用實際利率計入攤銷成本值而非帳面值總額計算。

For financial instruments that have become credit impaired, lifetime expected credit losses are recognised and interest income is calculated by applying the effective interest rate to the amortised cost rather than the gross carrying amount.

應收帳款的虧損準備一直按相等於全期預期信用虧損的金額計量。

Loss allowances for trade receivables are always measured at an amount equal to lifetime expected credit losses.

如何釐定信用風險大幅增加 *Determining significant increases in credit risk*

在每個報告日，基金藉比較金融工具於報告日及於初始確認日期在餘下的預期有效期內出現違約的風險，以評估金融工具的信用風險有否大幅增加。有關評估會考慮數量及質量歷史資料，以及具前瞻性的資料。若發生一項或多於一項對某金融資產的估計未來現金流量有不利影響的事件，該金融資產會被評定為信用減值。

At each reporting date, the Fund assesses whether there has been a significant increase in credit risk for financial instruments since initial recognition by comparing the risk of default occurring over the remaining expected life as at the reporting date with that as at the date of initial recognition. The assessment considers quantitative and qualitative historical information as well as forward-looking information. A financial asset is assessed to be credit impaired when one or more events that have a detrimental impact on the estimated future cash flows of that financial asset have occurred.

2. 主要會計政策(續) SIGNIFICANT ACCOUNTING POLICIES (continued)

2.3 金融資產及金融負債(續) Financial assets and financial liabilities (continued)

(d) 金融資產減值(續) Impairment of financial assets (continued)

如何釐定信用風險大幅增加(續) *Determining significant increases in credit risk (continued)*

基金在個別或綜合基準上評估自初始確認以來信用風險有否大幅增加。就綜合評估而言，金融工具按共同信用風險特質的基準歸類，並考慮投資類別、信用風險評級及其他相關因素。

The Fund assesses whether there has been a significant increase in credit risk since initial recognition on an individual or collective basis. For collective assessment, financial instruments are grouped on the basis of shared credit risk characteristics, taking into account investment type, credit risk ratings and other relevant factors.

外部信用評級為投資級別的銀行存款被視為屬低信用風險。其他金融工具若其違約風險低，且交易對手或借款人具備雄厚實力在短期內履行其合約現金流量責任，會被視為屬低信用風險。此等金融工具的信用風險會被評定為自初始確認以來並無大幅增加。

Placements with banks with an external credit rating of investment grade are considered to have a low credit risk. Other financial instruments are considered to have a low credit risk if they have a low risk of default and the counterparty or borrower has a strong capacity to meet its contractual cash flow obligations in the near term. The credit risk on these financial instruments is assessed as not having increased significantly since initial recognition.

若金融資產無法收回，該金融資產會與相關虧損準備撇銷。該等資產在完成所有必要程序及釐定虧損金額後撇銷。其後收回先前被撇銷的金額會在全面收益表內確認。

When a financial asset is uncollectible, it is written off against the related loss allowance. Such assets are written off after all the necessary procedures have been completed and the amount of the loss has been determined. Subsequent recoveries of amounts previously written off are recognised in the statement of comprehensive income.

2. 主要會計政策(續) SIGNIFICANT ACCOUNTING POLICIES (continued)

2.3 金融資產及金融負債(續) Financial assets and financial liabilities (continued)

(d) 金融資產減值(續) Impairment of financial assets (continued)

計量預期信用虧損 Measurement of expected credit losses

金融工具的預期信用虧損是對該金融工具在預期有效期內的公平及經概率加權估計的信用虧損(即所有短缺現金的現值)。短缺現金為按照合約應付予基金的現金流量與基金預期會收到的現金流量兩者間的差距。若金融資產在報告日視作信用減值，基金根據該資產的帳面值總額與以折現方式按該資產的原訂實際利率計算的估計未來現金流量的現值兩者間的差距計量預期信用虧損。

Expected credit losses of a financial instrument are an unbiased and probability-weighted estimate of credit losses (i.e. the present value of all cash shortfalls) over the expected life of the financial instrument. A cash shortfall is the difference between the cash flows due to the Fund in accordance with the contract and the cash flows that the Fund expects to receive. For a financial asset that is credit impaired at the reporting date, the Fund measures the expected credit losses as the difference between the asset's gross carrying amount and the present value of estimated future cash flows discounted at the asset's original effective interest rate.

2.4 物業、設備及器材 Property, plant and equipment

於一九九三年八月一日撥歸基金的物業、設備及器材，最初的成本值是按立法會所通過設立基金的決議案中所列的估值入帳。自一九九三年八月一日起購置的物業、設備及器材均按購入價入帳。

Property, plant and equipment appropriated to the Fund on 1 August 1993 were measured initially at deemed cost equal to the value contained in the Legislative Council Resolution for the setting up of the Fund. Property, plant and equipment acquired since 1 August 1993 are capitalised at their costs of acquisition.

以下物業、設備及器材以成本值扣除累計折舊及任何減值虧損列帳(附註2.7)：

— 於一九九三年八月一日撥歸基金自用的建築物；以及

— 設備及器材，包括電腦器材、汽車、傢具及裝置，以及其他器材。

The following property, plant and equipment are stated at cost less accumulated depreciation and any impairment losses (note 2.7):

— buildings held for own use appropriated to the Fund on 1 August 1993; and

— plant and equipment, including computer equipment, motor vehicles, furniture and fittings, and other equipment.

2. 主要會計政策(續) SIGNIFICANT ACCOUNTING POLICIES (continued)

2.4 物業、設備及器材(續) Property, plant and equipment (continued)

折舊是按照物業、設備及器材的估計可使用年期，以直線法攤銷扣除估計剩餘值後的成本值。有關的估計可使用年期如下：

— 建築物	30年
— 電腦器材	5–10年
— 器材、傢具及裝置	5年
— 汽車	5年

Depreciation is calculated to write off the cost of property, plant and equipment, less their estimated residual value, on a straight-line basis over their estimated useful lives as follows:

— Buildings	30 years
— Computer equipment	5–10 years
— Equipment, furniture and fittings	5 years
— Motor vehicles	5 years

於一九九三年八月一日撥歸基金的建築物所在的土地視為非折舊資產。

The land on which the Fund's buildings are situated as appropriated to the Fund on 1 August 1993 is regarded as a non-depreciating asset.

出售物業、設備及器材的損益以出售所得淨額與資產的帳面值之間的差額來決定，並在出售日於全面收益表內確認。

Gains or losses arising from the disposal of property, plant and equipment are determined as the difference between the net disposal proceeds and the carrying amount of the asset, and are recognised in the statement of comprehensive income on the date of disposal.

2.5 租賃 Leases

租賃會於其生效日在財務狀況表內確認為使用權資產及相應的租賃負債，惟可變租賃款項、涉及租賃期為12個月或以下的短期租賃及低價值資產租賃的相關款項會在租賃期內以直線法計入全面收益表。

A lease is recognised in the statement of financial position as a right-of-use asset with a corresponding lease liability at the lease commencement date, except that variable lease payments and payments associated with short-term leases having a lease term of 12 months or less and leases of low-value assets are charged to the statement of comprehensive income on a straight-line basis over the lease term.

2. 主要會計政策(續) SIGNIFICANT ACCOUNTING POLICIES (continued)

2.5 租賃(續) Leases (continued)

使用權資產會按成本值扣除累計折舊及減值虧損計量(附註2.7)。該使用權資產按租賃期及資產的估計可使用年期兩者中的較短者以直線法折舊。

A right-of-use asset is measured at cost less accumulated depreciation and impairment losses (note 2.7). The right-of-use asset is depreciated on a straight-line basis over the shorter of the lease term and the asset's estimated useful life.

租賃負債按在租賃期應支付的租賃款項的現值計量，並以租賃隱含利率折現，或如該利率未能確定，則以基金的遞增借款利率折現。租賃負債其後按租賃負債計提的利息與所支付的租賃款項作調整。

The lease liability is measured at the present value of the lease payments payable over the lease term, discounted using the interest rate implicit in the lease or, if that rate cannot be readily determined, the Fund's incremental borrowing rate. The lease liability is subsequently adjusted by the effect of the interest on and the settlement of the lease liability.

若基金改變其對會否行使延長租賃或終止租賃選擇權的評估，租賃負債將重新計量。在重新計量租賃負債時，有關使用權資產的帳面值會作出相應調整，或若使用權資產的帳面值已減少至零，則有關調整會列入全面收益表。

The lease liability is remeasured if the Fund changes its assessment of whether it will exercise an extension or termination option. When the lease liability is remeasured, a corresponding adjustment is made to the carrying amount of the right-of-use asset, or is recorded in the statement of comprehensive income if the carrying amount of the right-of-use asset has been reduced to zero.

2.6 無形資產 Intangible assets

無形資產包括購入的電腦軟件牌照及已資本化的電腦軟件程式開發成本值。若電腦軟件程式在技術上可行，而基金有足夠資源及有意完成開發工作，有關的開發費用會被資本化。資本化費用包括直接工資及材料費用。無形資產按成本值扣除累計攤銷及任何減值虧損列帳(附註2.7)。

Intangible assets include acquired computer software licences and capitalised development costs of computer software programmes. Expenditure on development of computer software programmes is capitalised if the programmes are technically feasible and the Fund has sufficient resources and the intention to complete development. The expenditure capitalised includes direct labour and cost of materials. Intangible assets are stated at cost less accumulated amortisation and any impairment losses (note 2.7).

2. 主要會計政策(續) SIGNIFICANT ACCOUNTING POLICIES (continued)

2.6 無形資產(續) Intangible assets (continued)

無形資產的攤銷按估計可使用年期(5至10年)以直線法列入全面收益表。

Amortisation of intangible assets is charged to the statement of comprehensive income on a straight-line basis over the assets' estimated useful lives of 5 to 10 years.

2.7 非金融資產的減值 Impairment of non-financial assets

非金融資產(包括物業、設備及器材、使用權資產和無形資產)的帳面值在每個報告日評估，以確定有否出現減值跡象。若有減值跡象而資產的帳面值高於其可收回數額時，則有關減值虧損會在全面收益表內確認。資產的可收回數額為其公平值減出售成本與使用值兩者中的較高者。

The carrying amounts of non-financial assets, including property, plant and equipment, right-of-use assets and intangible assets, are reviewed at each reporting date to identify any indication of impairment. If there is an indication of impairment, an impairment loss is recognised in the statement of comprehensive income whenever the carrying amount of an asset exceeds its recoverable amount. The recoverable amount of an asset is the higher of its fair value less costs of disposal and value in use.

2.8 等同現金 Cash equivalents

等同現金指短期及流通性高的投資，該等項目在購入時距期滿日不超過3個月，並隨時可轉換為已知數額的現金，而其價值變動的風險不大。

Cash equivalents are short-term highly liquid investments that are readily convertible to known amounts of cash and subject to an insignificant risk of changes in value, having been within three months of maturity at the date of acquisition.

2.9 遞延收入 Deferred revenue

在基金移轉服務予客戶前，若客戶支付代價，或基金具有無條件限制的代價收款權，基金會將其合約負債確認為遞延收入。基金在移轉服務以履行其履約責任時，會註銷確認遞延收入，並就收入加以確認。

If a customer pays consideration, or the Fund has an unconditional right to consideration, before the Fund transfers a service to the customer, the Fund recognises its contract liability as deferred revenue. The Fund derecognises the deferred revenue and recognises revenue when the Fund transfers the service and, therefore, satisfies its performance obligation.

2. 主要會計政策(續) SIGNIFICANT ACCOUNTING POLICIES (continued)

2.10 僱員福利 Employee benefits

基金的僱員包括公務員及合約員工。薪金、約滿酬金及年假開支均在僱員提供有關服務所在年度以應計基準確認入帳。就公務員而言，僱員附帶福利開支包括香港特別行政區政府(「政府」)給予僱員的退休金及房屋福利，均在僱員提供有關服務所在年度支銷。

The employees of the Fund comprise civil servants and contract staff. Salaries, staff gratuities and annual leave entitlements are accrued and recognised as expenditure in the year in which the associated services are rendered by the staff. For civil servants, staff on-costs, including pensions and housing benefits provided to the staff by the Government of the Hong Kong Special Administrative Region ("the Government"), are charged as expenditure in the year in which the associated services are rendered.

就按可享退休金條款受聘的公務員的長俸負債已包括於支付予政府有關附帶福利開支中。就其他員工向強制性公積金計劃的供款於全面收益表內支銷。

For civil servants employed on pensionable terms, their pension liabilities are discharged by reimbursement of the staff on-costs charged by the Government. For other staff, contributions to the Mandatory Provident Fund Scheme are charged to the statement of comprehensive income as incurred.

2.11 收入的確認 Revenue recognition

基金會在向客戶移轉所承諾的服務以履行其履約責任時，按基金預期就交換該項服務所應得代價的金額，確認客戶合約的收入。

The Fund recognises revenue from contracts with customers when it satisfies a performance obligation by transferring a promised service to a customer, at the amount of consideration to which the Fund expects to be entitled in exchange for the service.

利息收入按實際利率法以應計方式確認。

Interest income is recognised as it accrues using the effective interest method.

2.12 外幣換算 Foreign currency translation

本年度外幣交易，按交易當日的匯率換算為港元。以非港幣計算的貨幣資產及負債，均按報告日的收市匯率換算為港元。外匯換算產生的匯兑收益及虧損，會在全面收益表中確認。

Foreign currency transactions during the year are translated into Hong Kong dollars using the spot exchange rates at the transaction dates. Monetary assets and liabilities denominated in currencies other than Hong Kong dollars are translated into Hong Kong dollars using the closing exchange rate at the reporting date. Exchange gains and losses are recognised in the statement of comprehensive income.

2. 主要會計政策(續) SIGNIFICANT ACCOUNTING POLICIES (continued)

2.13 關連人士 Related parties

基金是根據《營運基金條例》設立，並屬政府轄下的一個獨立會計單位。年內，基金在日常業務中曾與各關連人士進行交易。這些關連人士包括政府各決策局及部門、其他營運基金，以及受政府所管制或政府對其有重大影響力的財政自主機構。

The Fund is a separate accounting entity within the Government established under the Trading Funds Ordinance. During the year, the Fund has entered into transactions with various related parties, including government bureaux and departments, other trading funds and financially autonomous bodies controlled or significantly influenced by the Government, in the ordinary course of its business.

3. 會計政策改變 CHANGES IN ACCOUNTING POLICIES

香港會計師公會頒布了若干新增或經修訂的香港財務報告準則並於基金的本會計期首次生效。適用於本財務報表所呈報年度的會計政策，並未因這些發展而有任何改變。

The HKICPA has issued certain new or revised HKFRSs that are first effective for the current accounting period of the Fund. There have been no changes to the accounting policies applied in these financial statements for the years presented as a result of these developments.

基金並沒有採納在本會計期尚未生效的任何新準則或詮釋(附註22)。

The Fund has not applied any new standard or interpretation that is not yet effective for the current accounting period (note 22).

4. 來自客戶合約之收入 REVENUE FROM CONTRACTS WITH CUSTOMERS

		2021	2020
辦理文件註冊	Registration of documents	**163,763**	176,950
查冊	Search	**94,523**	86,762
提供副本	Copying	**84,782**	78,932
業權報告	Reports on title	**51,063**	47,484
電子提示服務	e-Alert services	**31,258**	30,338
業主立案法團服務	Owners' corporation services	**10,667**	15,464
其他	Others	**12,622**	16,399
總額	**Total**	**448,678**	452,329

4. 來自客戶合約之收入(續) REVENUE FROM CONTRACTS WITH CUSTOMERS (continued)

基金在客戶合約方面的履約責任，主要涉及向客戶提供辦理文件註冊及查閱土地登記冊和有關土地紀錄的服務。客戶須就每項服務預繳固定金額的服務費，或選擇在基金開立帳戶，每月繳付服務費。基金是在提供服務的同時履行履約責任，並隨時間移轉按成本比例法確認收費。

The Fund's performance obligations in contracts with customers mainly involve providing services, for registration of documents and searches of the Land Register and related land records, to the customers. A customer is required to pay a fixed amount of service fee for each service in advance, or opt to have service fees being charged monthly by opening an account with the Fund. The Fund satisfies its performance obligation as the service is rendered and recognises the fee over time based on a cost-to-cost method.

在向關連人士提供業主立案法團服務方面，基金是在提供服務的同時履行履約責任，並隨時間移轉按收回全部成本方式確認服務費。

For owners' corporation services provided to related parties, the Fund satisfies its performance obligation as the service is rendered and recognises a service fee over time on a full cost recovery basis.

5. 運作成本 OPERATING COSTS

		2021	2020
員工費用	Staff costs	**342,152**	341,223
一般運作開支	General operating expenses	**17,164**	17,999
電腦服務開支	Computer service charges	**30,937**	35,083
租金及管理費	Rental and management charges	**19,013**	20,076
中央行政費用	Central administrative overheads	**3,210**	5,555
折舊及攤銷	Depreciation and amortisation	**36,626**	28,651
審計費用	Audit fees	**747**	712
總額	**Total**	**449,849**	449,299

6. 其他收入 OTHER INCOME

		2021	2020
利息：	Interest from:		
一銀行存款	—bank deposits	**8,827**	14,883
一外匯基金存款	—placement with the Exchange Fund	**28,958**	21,176
處置物業、設備及器材收益	Gain on disposal of property, plant and equipment	**–**	46
總額	**Total**	**37,785**	36,105

7. 固定資產回報率 RATE OF RETURN ON FIXED ASSETS

固定資產回報率是以總全面收益(不包括利息收入)除以固定資產平均淨值計算，並以百分比的方式表達。固定資產只包括物業、設備及器材和無形資產。預期基金可以達到由財政司司長釐定的每年固定資產目標回報率為5.9%(二零二零年：5.9%)。

The rate of return on fixed assets is calculated as total comprehensive income (excluding interest income) divided by average net fixed assets, and expressed as a percentage. Fixed assets include property, plant and equipment, and intangible assets only. The Fund is expected to meet a target rate of return on fixed assets of 5.9% (2020: 5.9%) per year as determined by the Financial Secretary.

8. 物業、設備及器材 PROPERTY, PLANT AND EQUIPMENT

		土地及建築物 Land and Buildings	電腦器材 Computer Equipment	器材、傢具及裝置 Equipment, Furniture and Fittings	汽車 Motor Vehicles	總額 Total
成本	**Cost**					
在二零一九年四月一日	At 1 April 2019	350,000	184,756	18,996	244	553,996
添置	Additions	–	17,607	7,800	–	25,407
出售	Disposals	–	(4,324)	(1,208)	–	(5,532)
在二零二零年三月三十一日	At 31 March 2020	350,000	198,039	25,588	244	573,871
在二零二零年四月一日	At 1 April 2020	**350,000**	**198,039**	**25,588**	**244**	**573,871**
添置	Additions	**–**	**19,208**	**5,742**	**–**	**24,950**
出售	Disposals	**–**	**(26,392)**	**(407)**	**–**	**(26,799)**
在二零二一年三月三十一日	**At 31 March 2021**	**350,000**	**190,855**	**30,923**	**244**	**572,022**
累計折舊	**Accumulated depreciation**					
在二零一九年四月一日	At 1 April 2019	98,848	168,878	14,247	244	282,217
年內費用	Charge for the year	3,850	6,772	2,838	–	13,460
出售	Disposals	–	(4,324)	(1,208)	–	(5,532)
在二零二零年三月三十一日	At 31 March 2020	102,698	171,326	15,877	244	290,145

8. 物業、設備及器材(續) PROPERTY, PLANT AND EQUIPMENT (continued)

		土地及建築物 Land and Buildings	電腦器材 Computer Equipment	器材、傢具及裝置 Equipment, Furniture and Fittings	汽車 Motor Vehicles	總額 Total
在二零二零年四月一日	At 1 April 2020	**102,698**	**171,326**	**15,877**	**244**	**290,145**
年內費用	Charge for the year	**3,850**	**9,214**	**3,741**	**–**	**16,805**
出售	Disposals	**–**	**(26,370)**	**(407)**	**–**	**(26,777)**
在二零二一年三月三十一日	**At 31 March 2021**	**106,548**	**154,170**	**19,211**	**244**	**280,173**
帳面淨值	**Net book value**					
在二零二一年三月三十一日	**At 31 March 2021**	**243,452**	**36,685**	**11,712**	**–**	**291,849**
在二零二零年三月三十一日	At 31 March 2020	247,302	26,713	9,711	–	283,726

9. 租賃 LEASES

(a) 使用權資產 Right-of-use assets

		建築物 Buildings 2021	2020
成本	**Cost**		
在年初	At beginning of year	**40,421**	40,421
到期租賃合約	Expiry of lease contracts	**(7,013)**	–
在年終	At end of year	**33,408**	40,421
累計折舊	**Accumulated depreciation**		
在年初	At beginning of year	**8,050**	–
年內費用	Charge for the year	**7,049**	8,050
到期租賃合約	Expiry of lease contracts	**(7,013)**	–
在年終	At end of year	**8,086**	8,050
帳面淨值	**Net book value**		
在年終	At end of year	**25,322**	32,371

9. 租賃(續) LEASES (continued)

(b) 租賃負債 Lease liabilities

		2021	2020
流動	Current	**3,638**	6,603
非流動	Non-current	**22,139**	26,142
總額	**Total**	**25,777**	32,745

下表顯示租賃負債的變動，包括現金和非現金變動。

The table below shows changes in lease liabilities, including both cash and non-cash changes.

		2021	2020
在年初	At beginning of year	**32,745**	40,609
來自融資現金流量的變動：	Changes from financing cash flows:		
租賃款項	Lease payments	**(7,422)**	(8,436)
非現金變動：	Non-cash changes:		
租賃負債的利息支出	Interest expense on lease liabilities	**454**	572
在年終	**At end of year**	**25,777**	32,745

租賃負債的剩餘合約期限列載如下，有關資料是根據合約未貼現的現金流量列出：

The remaining contractual maturities of lease liabilities, which are based on contractual undiscounted cash flows, are shown below:

		2021	2020
一年內	Within one year	**4,015**	7,057
一年後至兩年內	After one year but within two years	**4,380**	4,380
兩年後至五年內	After two years but within five years	**13,140**	13,140
五年後	After five years	**5,534**	9,914
總額	**Total**	**27,069**	34,491

9. 租賃(續) LEASES (continued)

(c) 於全面收益表內確認與租賃有關的支出項目 Expense items in relation to leases recognised in the statement of comprehensive income

		2021	2020
租賃負債的利息支出	Interest expense on lease liabilities	**454**	572

(d) 租賃之現金流出總額 Total cash outflow for leases

		2021	2020
租賃款項	Lease payments	**7,422**	8,436

10. 無形資產 INTANGIBLE ASSETS

		電腦軟件牌照及系統開發成本 Computer software licences and system development costs 2021	2020
成本	**Cost**		
在年初	At beginning of year	**238,010**	211,393
添置	Additions	**40,499**	26,617
出售	Disposals	**(26,976)**	–
在年終	At end of year	**251,533**	238,010
累計攤銷	**Accumulated amortisation**		
在年初	At beginning of year	**205,322**	198,181
年內費用	Charge for the year	**12,772**	7,141
出售	Disposals	**(26,976)**	–
在年終	At end of year	**191,118**	205,322
帳面淨值	**Net book value**		
在年終	At end of year	**60,415**	32,688

11. 外匯基金存款 PLACEMENT WITH THE EXCHANGE FUND

外匯基金存款結餘為8.217億港元(二零二零年：6.958億港元)，其中6.6億港元(二零二零年：5.6億港元)為本金及1.617億港元(二零二零年：1.358億港元)為報告日已入帳但尚未提取的利息。存款期為期六年(由存款日起計)，期內不能提取本金。

The balance of the placement with the Exchange Fund amounted to HK$821.7 million (2020: HK$695.8 million), being the principal sums of HK$660 million (2020: HK$560 million) and interest paid but not yet withdrawn at the reporting date of HK$161.7 million (2020: HK$135.8 million). The term of the placement is six years from the date of placement, during which the amount of principal sums cannot be withdrawn.

外匯基金存款利息按每年1月釐定的固定息率計算。該息率是外匯基金投資組合過去6年的平均年度投資回報，或3年期政府債券在上一個年度的平均年度收益率，以0%為下限，兩者取其較高者。二零二一年固定息率為每年4.7%，二零二零年為每年3.7%。

Interest on the placement is payable at a fixed rate determined every January. The rate is the average annual investment return of the Exchange Fund's Investment Portfolio for the past six years or the average annual yield of three-year Government Bonds for the previous year subject to a minimum of zero percent, whichever is the higher. The interest rate has been fixed at 4.7% per annum for the year 2021 and at 3.7% per annum for the year 2020.

12. 應收帳款及其他應收款項 TRADE AND OTHER RECEIVABLES

		2021	2020
應收帳款	Trade receivables	**14,905**	10,847
應計利息：	Accrued interest from:		
－銀行存款	－bank deposits	**1,747**	5,931
－外匯基金存款	－placement with the Exchange Fund	**9,522**	6,401
預付款項	Prepayments	**2,631**	2,951
按金	Deposits	**7**	7
總額	**Total**	**28,812**	26,137

13. 與客戶的合約結餘 CONTRACT BALANCES WITH CUSTOMERS

(a) 應收款項和合約資產 Receivables and contract assets

就每月收費而向客戶提供的服務而言，在報告日的應收款項結餘即載於附註12的應收帳款。至於提供予關連人士的服務，在報告日的應收款項結餘即載於財務狀況表中的應收關連人士帳款。而基金並沒有任何源於這兩類服務的合約資產。至於其他服務，由於客戶會預繳服務費用，因此基金並沒有任何應收款項或合約資產。

For services provided to customers with service fees charged monthly, the balance of receivables at the reporting date is presented as trade receivables in note 12. For services provided to related parties, the balance of receivables at the reporting date is presented as amounts due from related parties in the statement of financial position. The Fund does not have any contract assets arising from these two categories of services. For other services, since customers pay the service fees in advance, the Fund does not have any receivables or contract assets.

(b) 合約負債 Contract liabilities

基金在收取客戶預繳的費用後向客戶提供服務的責任，會於財務狀況表中以遞延收入的形式列出，分析如下：

The Fund's obligations to provide services to customers for which the Fund has received advance payments from the customers are presented as deferred revenue in the statement of financial position, as analysed below:

遞延收入	Deferred revenue	2021	2020
註冊服務費	Registration fees	**10,592**	7,498
電子提示服務費	e-Alert service fees	**9,249**	7,170
其他服務費	Other service fees	**1,385**	1,517
總額	**Total**	**21,226**	16,185
代表：	Representing:		
流動負債	Current liabilities	**12,666**	9,620
非流動負債	Non-current liabilities	**8,560**	6,565
總額	**Total**	**21,226**	16,185

13. 與客戶的合約結餘(續) CONTRACT BALANCES WITH CUSTOMERS (continued)

(b) 合約負債(續) Contract liabilities (continued)

上述遞延收入的結餘乃在報告日分攤至未有履行(或部分未有履行)的履約責任的交易價格總額。基金預料，有關電子提示服務的遞延收入會於8年內獲確認為收入，而其他遞延收入則會於1年內獲確認為收入。沒有任何客戶合約的代價未納入交易價格。

The balances of deferred revenue above represent the aggregate amount of the transaction price allocated to the performance obligations that are unsatisfied (or partially unsatisfied) at the reporting date. For the deferred revenue from e-Alert services, the Fund expects to recognise as revenue within eight years. For other deferred revenue, the Fund expects to recognise as revenue within one year. No consideration from contracts with customers is not included in the transaction price.

年內遞延收入結餘的重大變動開列如下：

Significant changes in the balances of deferred revenue during the year are shown below:

		2021	2020
因年初遞延收入結餘中的款項於年內獲確認為收入而減少	Decrease due to recognition as revenue during the year that was included in the balances of deferred revenue at beginning of year	**(6,712)**	(5,688)
因年內收取預繳費用而增加	Increase due to advance payments received during the year	**11,753**	8,607

14. 客戶按金 CUSTOMERS' DEPOSITS

指向客戶提供服務前收取的按金。

This represents deposits received from customers for services to be rendered.

15. 僱員福利撥備 PROVISION FOR EMPLOYEE BENEFITS

此為在計至報告日就所提供的服務給予僱員年假的估計負債(見附註2.10)。

This represents the estimated liability for employees' annual leave for services rendered up to the reporting date (see note 2.10).

16. 營運基金資本 TRADING FUND CAPITAL

此為政府對基金的投資。

This represents the Government's investment in the Fund.

17. 保留盈利 RETAINED EARNINGS

		2021	2020
在年初的結餘	Balance at beginning of year	**1,258,609**	1,271,376
年度總全面收益	Total comprehensive income for the year	**36,614**	39,135
法定回報	Statutory return	**(17,741)**	(51,902)
在年終的結餘	**Balance at end of year**	**1,277,482**	1,258,609

年內，政府根據《營運基金條例》指示將截至二零二零年三月三十一日止年度的目標回報(見附註7)轉撥至政府一般收入，而該轉撥於二零二一年三月完成(二零二零年：截至二零一九年三月三十一日止三個年度的目標回報的轉撥於二零二零年三月完成)。

During the year, the Government directed the transfer of the target return (see note 7) for the year ended 31 March 2020 into general revenue pursuant to the Trading Funds Ordinance, and the transfer was completed in March 2021 (2020: the transfer of the target returns for the three years ended 31 March 2019 was completed in March 2020).

18. 現金及等同現金 CASH AND CASH EQUIVALENTS

		2021	2020
現金及銀行結餘	Cash and bank balances	**10,684**	17,996
銀行存款	Bank deposits	**343,000**	492,000
小計	Subtotal	**353,684**	509,996
減：原有期限為3個月以上的銀行存款	Less: Bank deposits with original maturities over three months	**(343,000)**	(492,000)
現金及等同現金	**Cash and cash equivalents**	**10,684**	17,996

19. 關連人士的交易 RELATED PARTY TRANSACTIONS

除已在本財務報表內另作披露的交易外，年內與關連人士進行的其他重大交易摘述如下：

Apart from those separately disclosed in the financial statements, the other material related party transactions for the year are summarised as follows:

(a) 基金向關連人士提供的服務包括土地文件註冊、查閱土地登記冊及土地紀錄、提供土地紀錄副本和業權報告，以及業主立案法團服務。這些服務為基金帶來的總收入為1.043億港元(二零二零年：1.048億港元)。這金額已計算在附註4的來自客戶合約之收入項下；

services provided to related parties included registration of land documents, search of land registers and records, supply of copies of land records and reports on title, and owners' corporation services. The total revenue derived from these services amounted to HK$104.3 million (2020: HK$104.8 million). This amount is included in revenue from contracts with customers under note 4;

(b) 關連人士向基金提供的服務包括有關電腦、辦公地方、中央行政，以及審計的服務。基金在這些服務方面的總開支為3,330萬港元(二零二零年：3,690萬港元)。這金額已計算在附註5的運作成本項下；以及

services received from related parties included computer services, accommodation, central administration and auditing. The total cost incurred on these services amounted to HK$33.3 million (2020: HK$36.9 million). This amount is included in operating costs under note 5; and

(c) 向關連人士購入的物業、設備及器材包括裝置工程。這些資產的總成本為520萬港元(二零二零年：750萬港元)。

acquisition of property, plant and equipment from related parties included fitting out projects. The total cost of these assets amounted to HK$5.2 million (2020: HK$7.5 million).

基金向關連人士提供服務的收費和接受這些人士服務的收費都是按照劃一標準計算，即同時提供給公眾的服務，收費和公眾一樣；至於只提供給關連人士的服務，則按收回全部成本方式計算。

Charging for services rendered to or received from related parties was on the same basis, that is, at the rates payable by the general public for services which were also available to the public or on a full cost recovery basis for services which were available only to related parties.

20. 金融風險管理 FINANCIAL RISK MANAGEMENT

(a) 投資政策 Investment policy

基金以審慎保守的方式來投資包括外匯基金存款及銀行存款的金融資產。投資的決定是按照由財經事務及庫務局局長、香港金融管理局所發出的指引，並符合其他有關規例。

The Fund maintains a conservative approach on investments in financial assets including placement with the Exchange Fund and bank deposits. Investment decisions are made according to the guidelines from the Secretary for Financial Services and the Treasury, the Hong Kong Monetary Authority and other relevant regulations.

(b) 信用風險 Credit risk

信用風險指金融工具的一方將不能履行責任而且會引致另一方蒙受財務損失的風險。

Credit risk is the risk that one party to a financial instrument will fail to discharge an obligation and cause the other party to incur a financial loss.

基金的信用風險，主要取決於外匯基金存款、應收帳款及其他應收款項、應收關連人士帳款、銀行存款及銀行結餘。基金訂有風險政策，並持續監察須承擔的信用風險。

The Fund's credit risk is primarily attributable to placement with the Exchange Fund, trade and other receivables, amounts due from related parties, bank deposits and bank balances. The Fund has a credit policy in place and the exposure to these credit risks is monitored on an ongoing basis.

為盡量減低信用風險，所有定期存款均存放於香港的持牌銀行。這些金融資產被視為屬低信用風險。虧損準備按相等於12個月預期信用虧損的數額計量，基金評定所涉及的虧損並不重大。

To minimise credit risks, all fixed deposits are placed with licensed banks in Hong Kong. These financial assets are considered to have a low credit risk. The loss allowances are measured at amounts equal to 12-month expected credit losses, which are assessed to be immaterial by the Fund.

銀行存款及銀行結餘的信用質素，以穆迪或其等同指定的評級，分析如下：

The credit quality of bank deposits and bank balances, analysed by the ratings designated by Moody's or their equivalents, is shown below:

		2021	2020
信用評級：	Credit rating:		
Aa1至Aa3	Aa1 to Aa3	**9,588**	17,298
A1至A3	A1 to A3	**109,100**	437,100
Baa1至Baa3	Baa1 to Baa3	**234,000**	55,000
總額	**Total**	**352,688**	509,398

20. 金融風險管理(續) FINANCIAL RISK MANAGEMENT (continued)

(b) 信用風險(續) Credit risk (continued)

雖然其他金融資產須符合減值規定，但基金估計其預期信用虧損輕微，因此無須作出虧損準備。

While other financial assets are subject to the impairment requirements, the Fund has estimated that their expected credit losses are minimal and considers that no loss allowance is required.

在報告日基金的金融資產所須承擔的最高信用風險數額相當於其帳面值。

The maximum exposure to credit risk of the financial assets of the Fund at the reporting date is equal to their carrying amounts.

(c) 流動資金風險 Liquidity risk

流動資金風險指某一實體將難以履行與金融負債相關的責任的風險。

Liquidity risk is the risk that an entity will encounter difficulty in meeting obligations associated with financial liabilities.

根據《營運基金條例》，基金須負責其現金管理，包括盈餘現金的長短期投資，惟須獲財政司司長批准。基金的政策是定期監察即時及預期的流動資金需要，確保能維持足夠的現金儲備，以符合長短期的流動資金需要。由於基金的流動資金狀況穩健，故其面對的流動資金風險甚低。

Under the Trading Funds Ordinance, the Fund is responsible for its own cash management, including short-term and long-term investment of cash surpluses, subject to approval by the Financial Secretary. The Fund's policy is to regularly monitor current and expected liquidity requirements to ensure that it maintains sufficient reserves of cash to meet its liquidity requirements in the short and longer term. As the Fund has a strong liquidity position, it has a very low level of liquidity risk.

(d) 利率風險 Interest rate risk

利率風險指因市場利率變動而引致虧損的風險。利率風險可進一步分為公平值利率風險及現金流量利率風險。

Interest rate risk refers to the risk of loss arising from changes in market interest rates. This can be further classified into fair value interest rate risk and cash flow interest rate risk.

20. 金融風險管理(續) FINANCIAL RISK MANAGEMENT (continued)

(d) 利率風險(續) Interest rate risk (continued)

公平值利率風險指金融工具的公平值會因市場利率變動而波動的風險。由於基金的銀行存款按固定利率計息，當市場利率上升，這些存款的公平值便會下跌。然而，由於這些存款均按攤銷成本值列帳，市場利率的變動不會影響其帳面值及基金的盈利和儲備。

Fair value interest rate risk is the risk that the fair value of a financial instrument will fluctuate because of changes in market interest rates. Since the Fund's bank deposits bear interest at fixed rates, their fair values will fall when market interest rates increase. However, as they are all stated at amortised cost, changes in market interest rates will not affect their carrying amounts and the Fund's profit and reserves.

現金流量利率風險指金融工具的未來現金流量會因市場利率變動而波動的風險。基金無須面對重大的現金流量利率風險，因為其持有的主要金融工具都不是浮息金融工具。

Cash flow interest rate risk is the risk that future cash flows of a financial instrument will fluctuate because of changes in market interest rates. The Fund is not exposed to material cash flow interest rate risk because it has no major financial instruments bearing interest at a floating rate.

(e) 貨幣風險 Currency risk

貨幣風險指金融工具的公平值或未來現金流量會因匯率變動而波動的風險。

Currency risk is the risk that the fair value or future cash flows of a financial instrument will fluctuate because of changes in foreign exchange rates.

基金的一般業務交易是以港元為單位，因而不會引致貨幣風險。

The Fund's normal business transactions are denominated in Hong Kong dollars and therefore do not give rise to currency risk.

至於以美元為單位的投資，基於港元與美元掛鈎，基金的貨幣風險甚低。

In respect of investments denominated in United States dollars, owing to the linked exchange rate of the Hong Kong dollar to the United States dollar, the Fund has a very low level of currency risk.

在報告日，以美元為本位的金融資產總計有5千港元(二零二零年：5千港元)。剩餘的金融資產及所有金融負債均以港元為本位。

At the reporting date, financial assets totalling HK$5,000 (2020: HK$5,000) were denominated in United States dollars. The remaining financial assets and all financial liabilities were denominated in Hong Kong dollars.

20. 金融風險管理(續) FINANCIAL RISK MANAGEMENT (continued)

(f) 其他金融風險 Other financial risk

基金因於每年一月釐定的外匯基金存款息率(附註11)的變動而須面對金融風險。於二零二一年三月三十一日，假設二零二零年及二零二一年的息率增加／減少50個基點(二零二零年：50個基點)而其他因素不變，估計年度盈利將增加／減少410萬港元(二零二零年：350萬港元)。

The Fund is exposed to financial risk arising from changes in the interest rate on the placement with the Exchange Fund which is determined every January (note 11). It was estimated that, as at 31 March 2021, a 50 basis point (2020: 50 basis point) increase/decrease in the interest rates for 2020 and 2021, with all other variables held constant, would increase/decrease the profit for the year by HK$4.1 million (2020: HK$3.5 million).

(g) 公平值 Fair values

在活躍市場買賣的金融工具的公平值是根據報告日的市場報價釐定。如沒有該等市場報價，則以現值或其他估值方法以報告日的市況數據評估其公平值。

The fair value of financial instruments traded in active markets is based on quoted market prices at the reporting date. In the absence of such quoted market prices, fair values are estimated using present value or other valuation techniques, using inputs based on market conditions existing at the reporting date.

所有金融工具均以與其公平值相等或相差不大的金額在財務狀況表內列帳。

All financial instruments are stated in the statement of financial position at amounts equal to or not materially different from their fair values.

21. 資本承擔 CAPITAL COMMITMENTS

在二零二一年三月三十一日，基金尚未在財務報表內撥備的資本承擔如下：

As at 31 March 2021, the Fund had capital commitments, so far as not provided for in the financial statements, as follows:

		2021	2020
已批准及簽約	Authorised and contracted for	**2,935**	63,678
已批准惟未簽約	Authorised but not yet contracted for	**283,315**	274,798
總額	**Total**	**286,250**	338,476

22. 已頒布但於截至二零二一年三月三十一日止年度尚未生效的修訂、新準則及詮釋的可能影響 POSSIBLE IMPACT OF AMENDMENTS, NEW STANDARDS AND INTERPRETATIONS ISSUED BUT NOT YET EFFECTIVE FOR THE YEAR ENDED 31 MARCH 2021

直至本財務報表發出之日，香港會計師公會已頒布多項修訂、新準則及詮釋。該等修訂、新準則及詮釋在截至二零二一年三月三十一日止年度尚未生效，亦沒有在本財務報表中提前採納。

Up to the date of issue of these financial statements, the HKICPA has issued a number of amendments, new standards and interpretations which are not yet effective for the year ended 31 March 2021 and which have not been early adopted in these financial statements.

基金正就該等修訂、新準則及詮釋在首次採納期間預計會產生的影響進行評估。迄今的結論是採納該等修訂、新準則及詮釋不大可能會對財務報表有重大影響。

The Fund is in the process of making an assessment of the expected impact of these amendments, new standards and interpretations in the period of initial application. So far it has concluded that the adoption of them is unlikely to have a significant impact on the financial statements.

附件
ANNEXES



(a) 2020/21年度服務承諾
PERFORMANCE PLEDGES 2020/21

服務類別 Service Type	服務標準 Service Standard 工作天 Working Day(s)	服務標準 Service Standard 分鐘 Minutes	服務指標 （達到服務標準的百分比） Performance Target (% meeting service standard)	實際表現 （達到服務標準的百分比）[註1] Actual Performance (% meeting service standard) (See Note 1)
1. 辦理土地文件註冊 Registration of land documents	15 (a+b)		92	24.3
(a) 由收到文書至根據已註冊的文書更新土地登記冊[註2]；以及 From receipt of an instrument to updating the land register with the registered instrument[See Note 2]; and	(a) 11			
(b) 完成影像處理程序並把已註冊的文書送回交契人士[註2] Completion of imaging and return of the registered instrument to the lodging party[See Note 2]	(b) 4			
2. 在櫃位查閱土地登記冊 Counter search of land registers		15	97	99.8
3. 提供土地紀錄影像處理副本 Supply of imaged copies of land records				
(a) 在櫃位索取 Over the counter				
(i) 不連過大圖則 Without oversized plans		15	97	99.8
(ii) 附連過大圖則 With oversized plans	5		97	98.9
(b) 透過網上服務訂購 Order via online services				
(i) 親身領取 Collection in person				
• 不連顏色圖則 Without coloured plans	1		97	100
• 附連顏色圖則 With coloured plans	3		97	100
• 附連過大圖則 With oversized plans	5		97	98.1

服務類別 Service Type	服務標準 Service Standard 工作天 Working Day(s)	服務標準 Service Standard 分鐘 Minutes	服務指標（達到服務標準的百分比）Performance Target (% meeting service standard)	實際表現（達到服務標準的百分比）[註1] Actual Performance (% meeting service standard) (See Note 1)
(ii) 郵寄或由傳遞公司送遞 Delivery by post or courier				
• 不連顏色圖則 Without coloured plans				
– 下午6時前訂購 Orders placed before 6 pm	1		97	100
– 下午6時後或在星期六、星期日及公眾假期訂購 Orders placed after 6 pm or on Saturdays, Sundays & public holidays	2		97	100
• 附連顏色圖則 With coloured plans	3		97	100
• 附連過大圖則 With oversized plans	5		97	100
4. 提供土地紀錄認證本 Supply of certified copies of land records				
(a) 在櫃位辦理 Over the counter				
(i) 土地登記冊 Land registers		35	97	99.8
(ii) 不連過大圖則的影像處理副本 Imaged copies without oversized plans		35	97	99.8
(iii) 附連過大圖則的影像處理副本 Imaged copies with oversized plans	5		97	99.1

服務類別 **Service Type**	**服務標準** **Service Standard** 工作天 Working Day(s)	分鐘 Minutes	**服務指標** （達到服務標準的百分比） **Performance Target** (% meeting service standard)	**實際表現** （達到服務標準的百分比）[註1] **Actual Performance** (% meeting service standard) (See Note 1)
(b) 透過網上服務訂購 **Order via online services**				
(i) 親身領取 Collection in person				
• 土地登記冊 Land registers	1		97	99.3
• 影像處理副本 Imaged copies				
– 不連過大圖則 Without oversized plans	3		97	100
– 附連過大圖則 With oversized plans	5		97	97.8
(ii) 郵寄或由傳遞公司送遞 Delivery by post or courier				
• 土地登記冊 Land registers				
– 下午6時前訂購 Orders placed before 6 pm	1		97	100
– 下午6時後或在星期六、星期日及公眾假期訂購 Orders placed after 6 pm or on Saturdays, Sundays & public holidays	2		97	100
• 不連過大圖則的影像處理副本 Imaged copies without oversized plans	3		97	100
• 附連過大圖則的影像處理副本 Imaged copies with oversized plans	5		97	100

服務類別 **Service Type**	**服務標準** **Service Standard** 工作天 Working Day(s)	分鐘 Minutes	**服務指標** （達到服務標準的百分比） **Performance Target** (% meeting service standard)	**實際表現** （達到服務標準的百分比）[註1] **Actual Performance** (% meeting service standard) (See Note 1)
5. 銷售註冊摘要日誌 **Sale of Memorial Day Book (MDB)**				
(a) 批閱註冊摘要日誌的申請 Approval of MDB applications	2		98	100
(b) 送遞註冊摘要日誌資料檔案 Delivery of MDB data files	1		98	100
6. 銷售按揭註冊摘要月誌 **Sale of Monthly Memorial Information on Mortgage Transactions (MMIM)**				
(a) 批閱按揭註冊摘要月誌的申請 Approval of MMIM applications	2		98	100
(b) 送遞按揭註冊摘要月誌資料檔案 Delivery of MMIM data files	4		98	100
7. 電話查詢服務 **Telephone enquiry services**				
(a) 辦公時間收到留言 Voice mail left during office hours	收到留言後40分鐘內回覆 Return calls within 40 minutes after receiving the voice mail		94	99.4
(b) 非辦公時間收到留言 Voice mail left after office hours	下一個工作天早上10時前回覆 Return calls before 10 am on the next working day		94	100

服務類別 **Service Type**	**服務標準** **Service Standard** 工作天 Working Day(s)	分鐘 Minutes	**服務指標** （達到服務標準的百分比） **Performance Target** (% meeting service standard)	**實際表現** （達到服務標準的百分比）(註1) **Actual Performance** (% meeting service standard) (See Note 1)
8. 修訂土地登記冊資料 **Amendment of registered data**				
(a) 一般個案（即根據註冊摘要資料更正土地登記冊） Simple cases (i.e. Rectification of land registers based on Memorial information)	3		94	98.5
(b) 複雜個案 Complicated cases	10		93	94.1
9. 為再交付註冊的中止註冊文書辦理註冊 **Registration of withheld instruments redelivered for registration**	16 (a+b)		92	20.8
(a) 由收到再交付註冊的中止註冊文書至根據已註冊的文書更新相關土地登記冊；以及 From receipt of a withheld instrument redelivered for registration to updating the land register with the registered instrument; and	(a) 12			
(b) 完成影像處理程序並把已註冊的文書送回交契人士 Completion of imaging and return of the registered instrument to the lodging party	(b) 4			
10. 業主立案法團服務 **Owners' corporation (OC) services**				
(a) 辦理業主立案法團註冊(註3) Registration of OCs(See Note 3)	30		90	100
(b) 提供業主立案法團紀錄副本 Supply of copies of OC records		30	90	99.7

服務類別 **Service Type**	**服務標準** **Service Standard** 工作天 Working Day(s)	分鐘 Minutes	**服務指標** （達到服務標準的百分比） **Performance Target** (% meeting service standard)	**實際表現** （達到服務標準的百分比）[註1] **Actual Performance** (% meeting service standard) (See Note 1)
11. 處理建議／投訴 **Handling of suggestions/complaints**	本處會在收到建議或投訴後的十天內答覆。如果不可能在這限期內詳盡作覆，也會給予初步回覆。 Replies to suggestions or complaints will be sent within 10 calendar days of their receipt. If this is not possible, an interim reply will be sent within this period.		–	–

註1： 為減低2019冠狀病毒病在社區擴散的風險，2020年4月至2021年3月期間部門在數輪特別工作安排下僅維持有限度的公共服務，個別項目的實際服務表現因而受到影響。
Note 1: The actual performance of individual items was affected given that public services were provided on a limited scale under several rounds of special work arrangement from April 2020 to March 2021 to reduce the risk of the spread of COVID-19 in the community.

註2： 不包括複雜個案及被中止註冊的文書
Note 2: Excluding complicated cases and instruments withheld from registration

註3： 不包括複雜個案或需要提供附加證明文件的申請
Note 3: Excluding complicated cases and applications that require further supporting documents for processing

(b) 2021/22年度服務承諾（生效日期為2021年4月1日起）
PERFORMANCE PLEDGES 2021/22 (WITH EFFECT FROM 1 APRIL 2021)

服務類別 Service Type	服務標準 Service Standard 工作天 Working Day(s)	服務標準 Service Standard 分鐘 Minutes	服務指標（達到服務標準的百分比）Performance Target (% meeting service standard)
1. 辦理土地文件註冊 Registration of land documents	15 (a+b)		92
(a) 由收到文書至根據已註冊的文書更新土地登記冊(註1)；以及 From receipt of an instrument to updating the land register with the registered instrument(See Note 1); and	(a) 11		
(b) 完成影像處理程序並把已註冊的文書送回交契人士(註1) Completion of imaging and return of the registered instrument to the lodging party(See Note 1)	(b) 4		
2. 在櫃位查閱土地登記冊 Counter search of land registers		15	97
3. 提供土地紀錄影像處理副本 Supply of imaged copies of land records			
(a) 在櫃位索取 Over the counter			
(i) 不連過大圖則 Without oversized plans		15	97
(ii) 附連過大圖則 With oversized plans	5		97
(b) 透過網上服務訂購 Order via online services			
(i) 親身領取 Collection in person			
• 不連顏色圖則 Without coloured plans	1		97
• 附連顏色圖則 With coloured plans	3		97
• 附連過大圖則 With oversized plans	5		97

服務類別 Service Type	服務標準 Service Standard 工作天 Working Day(s)	服務標準 Service Standard 分鐘 Minutes	服務指標（達到服務標準的百分比）Performance Target (% meeting service standard)
(ii) 郵寄或由傳遞公司送遞 Delivery by post or courier			
• 不連顏色圖則 Without coloured plans			
– 下午6時前訂購 Orders placed before 6 pm	1		97
– 下午6時後或在星期六、星期日及公眾假期訂購 Orders placed after 6 pm or on Saturdays, Sundays & public holidays	2		97
• 附連顏色圖則 With coloured plans	3		97
• 附連過大圖則 With oversized plans	5		97
4. 提供土地紀錄認證本 Supply of certified copies of land records			
(a) 在櫃位辦理 Over the counter			
(i) 土地登記冊 Land registers		35	97
(ii) 不連過大圖則的影像處理副本 Imaged copies without oversized plans		35	97
(iii) 附連過大圖則的影像處理副本 Imaged copies with oversized plans	5		97

服務類別 **Service Type**	**服務標準** **Service Standard** 工作天 Working Day(s)	分鐘 Minutes	**服務指標** （達到服務標準的百分比） **Performance Target** (% meeting service standard)
(b) 透過網上服務訂購 **Order via online services**			
(i) 親身領取 Collection in person			
• 土地登記冊 Land registers	1		97
• 影像處理副本 Imaged copies			
– 不連過大圖則 Without oversized plans	3		97
– 附連過大圖則 With oversized plans	5		97
(ii) 郵寄或由傳遞公司送遞 Delivery by post or courier			
• 土地登記冊 Land registers			
– 下午6時前訂購 Orders placed before 6 pm	1		97
– 下午6時後或在星期六、星期日及公眾假期訂購 Orders placed after 6 pm or on Saturdays, Sundays & public holidays	2		97
• 不連過大圖則的影像處理副本 Imaged copies without oversized plans	3		97
• 附連過大圖則的影像處理副本 Imaged copies with oversized plans	5		97
5. 銷售註冊摘要日誌 **Sale of Memorial Day Book (MDB)**			
(a) 批閱註冊摘要日誌的申請 Approval of MDB applications	2		98
(b) 送遞註冊摘要日誌資料檔案 Delivery of MDB data files	1		98

服務類別 **Service Type**	**服務標準** **Service Standard** 工作天 Working Day(s)	分鐘 Minutes	**服務指標** （達到服務標準的百分比） **Performance Target** (% meeting service standard)
6. 銷售按揭註冊摘要月誌 **Sale of Monthly Memorial Information on Mortgage Transactions (MMIM)**			
(a) 批閱按揭註冊摘要月誌的申請 Approval of MMIM applications	2		98
(b) 送遞按揭註冊摘要月誌資料檔案 Delivery of MMIM data files	4		98
7. 電話查詢服務 **Telephone enquiry services**			
(a) 辦公時間收到留言 Voice mail left during office hours	收到留言後40分鐘內回覆 Return calls within 40 minutes after receiving the voice mail		94
(b) 非辦公時間收到留言 Voice mail left after office hours	下一個工作天早上10時前回覆 Return calls before 10 am on the next working day		94
8. 修訂土地登記冊資料 **Amendment of registered data**			
(a) 一般個案(即根據註冊摘要資料更正土地登記冊) Simple Cases (i.e. Rectification of land registers based on Memorial information)	3		94
(b) 複雜個案 Complicated Cases	10		93
9. 為再交付註冊的中止註冊文書辦理註冊 **Registration of withheld instruments redelivered for registration**	16 (a+b)		92

服務類別 Service Type	服務標準 Service Standard 工作天 Working Day(s)	服務標準 Service Standard 分鐘 Minutes	服務指標（達到服務標準的百分比） Performance Target (% meeting service standard)
(a) 由收到再交付註冊的中止註冊文書至根據已註冊的文書更新相關土地登記冊；以及 From receipt of a withheld instrument redelivered for registration to updating the land register with the registered instrument; and	(a) 12		
(b) 完成影像處理程序並把已註冊的文書送回交契人士 Completion of imaging and return of the registered instrument to the lodging party	(b) 4		
10. 業主立案法團服務 Owners' corporation (OC) services			
(a) 辦理業主立案法團註冊(註2) Registration of OCs(See Note 2)	30		90
(b) 提供業主立案法團紀錄副本 Supply of copies of OC records		30	90
11. 處理建議／投訴 Handling of suggestions/complaints	本處會在收到建議或投訴後的十天內答覆。如果不可能在這限期內詳盡作覆，也會給予初步回覆。 Replies to suggestions or complaints will be sent within 10 calendar days of their receipt. If this is not possible, an interim reply will be sent within this period.		

註1： 不包括複雜個案及被中止註冊的文書
Note 1: Excluding complicated cases and instruments withheld from registration

註2： 不包括複雜個案或需要提供附加證明文件的申請
Note 2: Excluding complicated cases and applications that require further supporting documents for processing

附件 II
ANNEX II

(a) 2020/21年度土地註冊處聯合常務委員會委員
MEMBERSHIP OF THE LAND REGISTRY JOINT STANDING COMMITTEE 2020/21

主席 Chairperson

土地註冊處 The Land Registry	張美珠女士	Ms Doris CHEUNG Mei-chu

委員 Members

土地註冊處 The Land Registry	方吳淑儀女士	Mrs Amy FONG NG Suk-yee
	許國鴻先生	Mr Joseph HUI Kwok-hung
	潘雪聰女士	Ms Venelie POON Suet-chung
香港律師會 The Law Society of Hong Kong	張紡女士	Ms Debbie CHEUNG Fong
	林月明女士	Ms Emily LAM Yuet-ming
	蕭詠儀女士	Ms Sylvia SIU Wing-yee
	楊寶林先生	Mr Terry YEUNG Po-lam

秘書 Secretary

土地註冊處 The Land Registry	原偉銓先生	Mr Isaac YUEN Wai-chuen

(b) 2020/21年度土地註冊處客戶聯絡小組(私營機構)委員 MEMBERSHIP OF THE LAND REGISTRY CUSTOMER LIAISON GROUP (PRIVATE SECTOR) 2020/21

主席 Chairperson

土地註冊處 The Land Registry	方吳淑儀女士	Mrs Amy FONG NG Suk-yee

委員 Members

香港會計師公會 Hong Kong Institute of Certified Public Accountants	陳維漢先生 *(生效日期為2021年2月)* 蔡子傑先生 李浩堯先生 *(截至2021年1月)* 黃俊碩先生	Mr Alan CHAN Wai-hon *(With effect from February 2021)* Mr Sammy CHOI Tze-kit Mr Thomas LEE Ho-yiu *(Until January 2021)* Mr Edmund WONG Chun-sek
香港地產代理商總會 Hong Kong Real Estate Agencies General Association	施明如女士	Ms SZE Ming-yu
香港地產代理專業協會有限公司 Society of Hong Kong Real Estate Agents Limited	郭昶先生	Mr Anthony KWOK Chong
香港銀行公會 The Hong Kong Association of Banks	張翠珠女士 盧永欣女士 *(截至2021年1月)* 吳克鐘先生 胡麗萍女士 *(生效日期為2021年2月)*	Ms Cara CHEUNG Chui-chu Ms Christine LO Wing-yun *(Until January 2021)* Mr Andy NG Hak-chung Ms Agatha WOO Lai-ping *(With effect from February 2021)*
香港測量師學會 The Hong Kong Institute of Surveyors	林增榮先生 鄧康偉博士	Mr Alexander LAM Tsan-wing Dr Conrad TANG Hong-wai

(b) 2020/21年度土地註冊處客戶聯絡小組(私營機構)委員(續)
MEMBERSHIP OF THE LAND REGISTRY CUSTOMER LIAISON GROUP (PRIVATE SECTOR) 2020/21 (continued)

土地註冊處	霍偉勤女士	Ms Emily FOK Wai-kan
The Land Registry	林謝淑儀女士	Mrs Cindy LAM TSE Shuk-yee
	劉潤霞女士	Miss Kathy LAU Yun-ha
	梁慧嫻女士	Ms Alice LEUNG Wai-han
	李芳群女士	Miss Fion LI Fong-kwan
	(截至2020年10月)	*(Until October 2020)*
	馬秀文女士	Ms Delphine MA Sau-man
	(生效日期為2020年10月)	*(With effect from October 2020)*
	麥振威先生	Mr Andrew MAK Chun-wai
	彭嘉輝先生	Mr PANG Ka-fai
	潘輝耀先生	Mr Kenneth POON Fai-yiu
	潘雪聰女士	Ms Venelie POON Suet-chung
	溫錫麟先生	Mr Francis WAN
	原偉銓先生	Mr Isaac YUEN Wai-chuen
香港律師會	區健雯女士	Ms AU Kin-man
The Law Society of Hong Kong	區曼珍女士	Ms Stella AU Man-chun
	(截至2021年1月)	*(Until January 2021)*
	齊雅安先生	Mr Alson CHAI
	江玉歡女士	Ms Doreen KONG Yuk-foon
	林鸞鳳女士	Ms Bonita LAM Luen-fung
	(由2021年2月至3月)	*(From February to March 2021)*
	林敏儀女士	Ms LAM Man-yee
	(截至2021年1月)	*(Until January 2021)*
	梁智維先生	Mr LEONG Chi-wai
	梁志賢先生	Mr Charlie LEUNG Chi-yin
	(生效日期為2021年2月)	*(With effect from February 2021)*
	梁子恒先生	Mr Courtney LEUNG Tsz-hang
	(生效日期為2021年3月)	*(With effect from March 2021)*

秘書 Secretary

土地註冊處	劉少雯女士	Ms Eva LAU Siu-man
The Land Registry	*(截至2021年1月)*	*(Until January 2021)*
	蔡繡文女士	Ms Ella TSOI Sau-man
	(生效日期為2021年1月)	*(With effect from January 2021)*

(c) 2020/21年度土地註冊處客戶聯絡小組(公營機構)委員 MEMBERSHIP OF THE LAND REGISTRY CUSTOMER LIAISON GROUP (PUBLIC SECTOR) 2020/21

主席 Chairperson

土地註冊處 The Land Registry	方吳淑儀女士	Mrs Amy FONG NG Suk-yee

委員 Members

漁農自然護理署 Agriculture, Fisheries and Conservation Department	洪敦熹先生	Mr Tony HUNG Tun-hei
屋宇署 Buildings Department	陳鴻如先生	Mr CHAN Hung-yu
香港海關 Customs and Excise Department	張大安先生	Mr CHEUNG Tai-on
律政司 Department of Justice	張琇惠女士 姚禮嬋女士	Miss Joanne CHEUNG Sau-wai Ms Mandy YIU Lai-sim
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食物環境衞生署 Food and Environmental Hygiene Department	梅靜文女士	Ms Ann MUI Ching-man
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民政事務總署 Home Affairs Department	黃月娥女士	Ms Joey WONG Yuet-ngo
香港房屋協會 Hong Kong Housing Society	陳麗娟女士	Ms Fanny CHAN Lai-kuen
香港警務處 Hong Kong Police Force	彭魏虹女士	Ms Elsa PANG Ngai-hung
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廉政公署 Independent Commission Against Corruption	王純聰先生	Mr Paul WONG Shun-chung

(c) 2020/21年度土地註冊處客戶聯絡小組(公營機構)委員(續) MEMBERSHIP OF THE LAND REGISTRY CUSTOMER LIAISON GROUP (PUBLIC SECTOR) 2020/21 (continued)

稅務局 Inland Revenue Department	鄺韻儀女士	Miss KWONG Wan-yi
地政總署 Lands Department	曾麗華女士	Ms Judith TSANG Lai-wah
破產管理署 Official Receiver's Office	鄧旭東先生	Mr Richard TANG Yuk-tung
規劃署 Planning Department	廖懿珍女士	Miss Alice LIU Yee-chun
差餉物業估價署 Rating and Valuation Department	區振耀先生	Mr Calvin AU Chun-yiu
土地註冊處 The Land Registry	霍偉勤女士	Ms Emily FOK Wai-kan
	林謝淑儀女士	Mrs Cindy LAM TSE Shuk-yee
	劉潤霞女士	Miss Kathy LAU Yun-ha
	梁慧嫻女士	Ms Alice LEUNG Wai-han
	李芳群女士 *(截至2020年10月)*	Miss Fion LI Fong-kwan *(Until October 2020)*
	馬秀文女士 *(生效日期為2020年10月)*	Ms Delphine MA Sau-man *(With effect from October 2020)*
	麥振威先生	Mr Andrew MAK Chun-wai
	彭嘉輝先生	Mr PANG Ka-fai
	潘輝耀先生	Mr Kenneth POON Fai-yiu
	潘雪聰女士	Ms Venelie POON Suet-chung
	溫錫麟先生	Mr Francis WAN
	原偉銓先生	Mr Isaac YUEN Wai-chuen

秘書 Secretary

土地註冊處 The Land Registry	劉少雯女士 *(截至2021年1月)*	Ms Eva LAU Siu-man *(Until January 2021)*
	蔡繡文女士 *(生效日期為2021年1月)*	Ms Ella TSOI Sau-man *(With effect from January 2021)*

(d) 2020/21年度《土地業權條例》督導委員會委員 MEMBERSHIP OF THE LAND TITLES ORDINANCE STEERING COMMITTEE 2020/21

主席 Chairperson

土地註冊處 The Land Registry	張美珠女士	Ms Doris CHEUNG Mei-chu

委員 Members

消費者委員會 Consumer Council	歐陽嘉慧女士	Ms Terese AU-YEUNG Kar-wai
律政司 Department of Justice	戴思勁先生	Mr Clifford Joseph TAVARES
發展局 Development Bureau	蔡梅芬女士 *（生效日期為2020年8月）* 羅淦華先生 *（截至2020年8月）*	Ms Jenny CHOI Mui-fun *(With effect from August 2020)* Mr Maurice LOO Kam-wah *(Until August 2020)*
地產代理監管局 Estate Agents Authority	梁德麗女士	Ms Juliet LEUNG Tak-lai
新界鄉議局 Heung Yee Kuk New Territories	林國昌先生	Mr Alfred LAM Kwok-cheong
香港按揭證券有限公司 Hong Kong Mortgage Corporation Limited	張少慧女士	Ms Feliciana CHEUNG Siu-wai
地政總署 Lands Department	方劍峯先生	Mr Alan FONG Kim-fung
香港銀行公會 The Hong Kong Association of Banks	申泰蒙娜女士	Ms Mona SENGUPTA
土地註冊處 The Land Registry	方吳淑儀女士 許國鴻先生	Mrs Amy FONG NG Suk-yee Mr Joseph HUI Kwok-hung
香港律師會 The Law Society of Hong Kong	蔣瑞福女士	Ms Lilian CHIANG Sui-fook
香港地產建設商會 The Real Estate Developers Association of Hong Kong	龍漢標先生	Mr Louis LOONG Hon-biu

秘書 Secretary

土地註冊處 The Land Registry	高倩雯女士	Miss Shirley KO Sin-man

(e) 2020/21年度《土地業權條例》檢討委員會委員 MEMBERSHIP OF THE LAND TITLES ORDINANCE REVIEW COMMITTEE 2020/21

主席 Chairperson

土地註冊處 The Land Registry	許國鴻先生	Mr Joseph HUI Kwok-hung

委員 Members

律政司 Department of Justice	陳佩珊女士 *（截至2020年12月）* 許行嘉女士 林思敏女士 李照庭先生 *（生效日期為2020年12月）*	Miss Joyce CHAN Pui-shan *(Until December 2020)* Ms Frances HUI Hang-ka Ms Francoise LAM See-man Mr Samuel LEE Chiu-ting *(With effect from December 2020)*
發展局 Development Bureau	蔡雪蓉女士 伍棨廷女士 *（截至2020年12月）* 王穎欣女士 *（生效日期為2020年12月）*	Ms Jasmine CHOI Suet-yung Ms Nettie NG Kai-ting *(Until December 2020)* Miss Serena WONG Wing-yan *(With effect from December 2020)*
香港大律師公會 Hong Kong Bar Association	麥業成先生 *（生效日期為2021年3月）* 梅茂勤先生 *（截至2020年12月）* 唐思佩女士	Mr Andrew MAK *(With effect from March 2021)* Mr Malcolm MERRY *(Until December 2020)* Ms Sara TONG
地政總署 （法律諮詢及田土轉易處） Lands Department (Legal Advisory and Conveyancing Office)	方劍峯先生 黃佩雯女士 *（截至2020年8月）* 葉慧玲女士 *（生效日期為2020年8月）*	Mr Alan FONG Kim-fung Ms Katrina WONG Pui-man *(Until August 2020)* Ms Ada YIP Wai-ling *(With effect from August 2020)*
土地註冊處 The Land Registry	方吳淑儀女士 喬美琴女士	Mrs Amy FONG NG Suk-yee Ms Queenie KIU Mei-kam
香港律師會 The Law Society of Hong Kong	夏向能先生 張紡女士 江玉歡女士 黃文華先生	Mr Peter AHERNE Ms Debbie CHEUNG Fong Ms Doreen KONG Yuk-foon Mr Raymond WONG Man-wa

秘書 Secretary

土地註冊處 The Land Registry	李寶君女士	Ms Shirley LEE Po-kwan

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